

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi. This is Shantelle calling from, uh, ... Hey, thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? I'm just, I think it was something about, um, is this for, uh, work or a phone? It's not really set up my phone. I'm sorry, I can't hear you ma'am. You sound like you're far away from the phone. Can you hear me now? Uh, can you...? No, that's good 'cause I was gonna say, "Was that a little far or what?" Can you hear me? I'm sorry. Yeah, yeah. Yeah. I can hear you. Okay. Oh, you're kinda breaking up. Hold on. Hello? There you go. I can hear you now. Okay. Um. Yes. Uh, they... Is this for work? So, we're the healthcare administrators for staffing agencies. So, if you wanna enroll into healthcare benefits through the agency that you work for, this is the number that you would call. Oh, okay. So, this is for employment? No. I- it's to sign up for healthcare benefits through your, um, staffing agency, but not for employment. Okay. So, but, but this is for the s- for, for the staffing agency, for work? Correct. Mm-hmm. This is... Okay, okay. All right. Yeah. Um, um, I can give you my son's, um, uh, what's it called? Um, uh, w- I've... I have... I am disabled, so I really don't need, um, any benefits or anything like that. Okay. I mean, yeah, but my son does. Okay. Um, so if it's for... if it's for his, um, account, I do need permission from your son to get in his file, due to the fact we are- Well, he is, is only nine years old. Oh, okay. So, it would be through, um, your staffing agency, and you would have to get employee plus child. Okay. There's not... There's not only a child option, but I can do that. What are the last four of your Social and what staffing agency you work for? Uh, 0192. I'm not sure what staffing... And I haven't been hired yet. Um, they had me, um, fill out some, fill out paperwork though. But I do want my s- son to have, you know, full benefits and, and... Oh. So, we do, we do administrate different staffing agencies. So, I would need the name of the staffing agency that you work for, because we do administrate different ones around the nation. Okay. Um, let me see what staffing agency it was. Mm-hmm. What it was called. Let me look at my email. Okay. Um, yeah. But I would like for him to get, you know, um... I really don't need it. Yeah. ... 'cause I have Aetna with Medicare, but my son does. But if I have... If my son needs to have it, you know, um, uh, what's it called? If, uh, if I... if he... if I have to have it in order for him to have it, you know, I have no problem doing that. Mm-hmm. Yes, ma'am. Okay. It's a, it's a Yomaria Santiago. Thanks for your application. You will find a list of items we need you to complete, links to access them here. Um, this is, uh, asking for log on to find those items. Um, age... mayofwimee.com, it says right here. So, it wouldn't be the name of the staffing agency that you applied with? I don't know the name, that's the thing. I just know the lady's name. And since we work with different ones around the nation, like from California and Texas, I wouldn't be able to pull it up, um, with her name unfortunately. Okay. It says, "Employee application 2024," in English bold. That's... I don't know if that's a... No, it's, it's not. Okay. So, I don't

know. Um. Um, so I would give them a call and see if they can provide that name to you. Due to the fact that we have like a lot of agencies, I would need that agency's name. Okay. It says, uh... Oh, this is Amazon. Um, uh... Let me see what this is real quick. Okay. What they want me to do. 'Cause it's like, I, I keep messing up the application, and I'm thinking about just going down there and filling it out my- myself, you know, having her have to walk me through it, you know? 'Cause I don't need the medical c- coverage, but you know, hospital care, you know, just in case. Yeah. You know, uh... Okay. It's not loading right now. Hold on. Let me take off our mobile data, maybe that'll work. Huh. Let me try something really quick here. Um, what, what staffing agency it is. Uh, it is, uh, recruiting specialists. Hospitali- Ha-Hospitality Staffing Solutions. Okay, yeah. That's, that sounds like, more like it. Okay. HS&S.; And then, what are the last four of your Social? 0192. And then, your first and last name, please. Um, Grace Wong. Okay. Where did she... She didn't even send me... For security purposes, could you verify your address and your date of birth? Um, 2034 Figueroa Lane. Okay. And then the state and city? Jacksonville, Florida 32210. And then your date of birth, please. Um, my date of birth is June 9th, 1982. And then 732-0890 is your phone number? Yes, ma'am. And then I have B-I-L-L-A-R-A-N-D-A-grace@gmail.com. Is that up to date? Uh, it's villarandagrace7@gmail.com. Okay. Thank you. All right. Give me one second. Let's see. Okay, ma'am, um, did you want me to go over those plans with you? Um, yeah. Okay 'cause it looks like, um, you must have filled out a enrollment form. And y- you actually have a pending enrollment. So if you want, I can read it out to you. It looks like you filled it out on the 21st of January, and you selected to be enrolled into all the plans. So today they gave you a call to verify the coverage, and it looks like these plans are under a dependent. Uh, for Virtual Primary Care, you chose employee only, General, you chose employee plus child. Short Term Disability, you chose employee only. Term Life, employee only. Vision, employee only. Critical Illness, employee only. Group Accident, employee only. For your preventative plan, you chose employee plus child. Oh, no. I, I kind of want the like, you know, like the accident for myself, um, but, um, also as well as my son. Okay. So if you want, I'll just disregard this, and then we can just do it together over the phone. Okay. I'm sorry. I'm, I'm doing two things at once. I, I need to stop, sorry. It's okay. I mean, like I'm trying to fill out the paperwork that she wants me to fill out because, um, it's not up to her standard for some reason. And it's like, uh, she wants... She says I'm missing my middle initial on the, um... So, ugh. So, you know. So I'm just gonna wait to do this afterwards. Okay. So you just wanna- Well, what, what I, you know. No, um, no, I'm talking about the, the paperwork that she wants me to do. Oh, okay. Yeah, yeah. And then whenever you're ready, I can go ahead and start going over those plans with you. Okay. I don't know if you want me to send you the benefit guide to your email file. What that benefit guide has, it has all the plans that I'm about to go over and the prices to those plans. Okay. But I don't know if you want me to send it to you just in case 'cause it, it is a lot of information just to hear, and it would be probably easier if you actually like visually see what I'm talking about. Okay. And so, I'm gonna go ahead and send it to you, and then you can just let me know which ones you would like, and we can sign you up for them. All right. So I went ahead and emailed that to you. Should come from an email that says info@benefitsinacard.com. Okay. Would it be under spam? Yes. Um- Oh, there it is. I found it. I found it. Okay. Okay. So- And what do you want me to click on? Um, on the PDF that's attached- Mm-hmm. ... to that email. I see it. Okay. All right. So it looks like they only offer three different medical plans. So the first one- Mm-hmm. ... that I'm gonna go over is the Stay

Healthy MEC Enhanced. That's on page three. So this plan is only- Okay. Hold on one second 'cause there's a pop-up. Mm-hmm. All right. Um, uh, is it in the emplo... It, it, uh, it didn't show where the PDF is. It says, "En- employee investigation guide." W- well, which one, um... hold, hold on one second. Let me go back. Sorry. It's okay. Too many files. Um... So it's gonna say, "Hello, Grace. Thank you for your contact Benefits in a Card." Mm-hmm. "Per your request, attach the PDF file to the new benefits offered through your employer." And then it should be on like the top. Okay. All right. Let's see. No, this is not it. Uh, where did it go? EAP? No, that's not it either. I don't understand. Um, hmm. Let's just h- okay, PDF download.... think you have got it. Oh, come on now. What is going on? See, I have so many files on my PDF, I don't know which one it is. Mm. So if you want, I can always go over them, like, um, over the phone. Yeah. Okay. So I was gonna tell you that, um, the first one that I'm gonna go over is called the Stay Healthy MEC Enhanced. Out of the three that they offer, this one's the only one that would cover both your preventative services, which would be considered like a physical visit, um, cancer screenings, some STD screenings, some vaccinations, and it also covers your hospital indemnity services, meaning like actual doctor visits if you were to get sick, or if you were to, to go to the hospital because you got injured, urgent care, emergency room and surgeries. So out of the three that they offer, the Stay Healthy MEC Enhanced is the only one that offers both of those benefits. The other two, however, offer only your preventative for one, and only your actual doctor visits for the other. So out of the three, this one's the only one that offers both benefits. Okay? It does require you to stay within the network and only use their preferred providers to receive coverage, however- Yes. Um, I'm gonna have to let you go. I'm sorry. Okay. I live alone- It's okay. ... in independent living. I'll have to get back with you. I'm sorry. Okay, that's fine. Um, I- Fine. ... was gonna tell you that I did cancel that pending enrollment, since you still want to enroll but you weren't sure which one. So I'll- Okay. ... leave a note that you're gonna, I guess, call back later. Just keep in mind that you do only have 30 days from the day that you receive your first check to enroll into the benefits. Okay? Okay. All right. Thank you. As long as you don't pass that date, then you should be fine. All right. Okay? Have a nice day. All right. Thank you. You're welcome. Bye-bye. I'm sorry. It's okay.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi. This is Shantelle calling from, uh, ...

Speaker speaker_0: Hey, thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: I'm just, I think it was something about, um, is this for, uh, work or a phone? It's not really set up my phone.

Speaker speaker_0: I'm sorry, I can't hear you ma'am. You sound like you're far away from the phone.

Speaker speaker_1: Can you hear me now?

Speaker speaker_0: Uh, can you...?

Speaker speaker_1: No, that's good 'cause I was gonna say, "Was that a little far or what?"

Speaker speaker_0: Can you hear me? I'm sorry.

Speaker speaker_1: Yeah, yeah. Yeah. I can hear you. Okay.

Speaker speaker_0: Oh, you're kinda breaking up.

Speaker speaker_1: Hold on. Hello?

Speaker speaker_0: There you go. I can hear you now.

Speaker speaker_1: Okay. Um.

Speaker speaker_0: Yes.

Speaker speaker_1: Uh, they... Is this for work?

Speaker speaker_0: So, we're the healthcare administrators for staffing agencies. So, if you wanna enroll into healthcare benefits through the agency that you work for, this is the number that you would call.

Speaker speaker_1: Oh, okay. So, this is for employment?

Speaker speaker_0: No. I- it's to sign up for healthcare benefits through your, um, staffing agency, but not for employment.

Speaker speaker_1: Okay. So, but, but this is for the s- for, for the staffing agency, for work?

Speaker speaker_0: Correct. Mm-hmm.

Speaker speaker_1: This is... Okay, okay. All right. Yeah. Um, um, I can give you my son's, um, uh, what's it called? Um, uh, w- I've... I have... I am disabled, so I really don't need, um, any benefits or anything like that.

Speaker speaker_0: Okay.

Speaker speaker_1: I mean, yeah, but my son does.

Speaker speaker_0: Okay. Um, so if it's for... if it's for his, um, account, I do need permission from your son to get in his file, due to the fact we are-

Speaker speaker_1: Well, he is, is only nine years old.

Speaker speaker_0: Oh, okay. So, it would be through, um, your staffing agency, and you would have to get employee plus child.

Speaker speaker_1: Okay.

Speaker speaker_0: There's not... There's not only a child option, but I can do that. What are the last four of your Social and what staffing agency you work for?

Speaker speaker_1: Uh, 0192. I'm not sure what staffing... And I haven't been hired yet. Um, they had me, um, fill out some, fill out paperwork though. But I do want my s- son to have, you know, full benefits and, and...

Speaker speaker_0: Oh. So, we do, we do administrate different staffing agencies. So, I would need the name of the staffing agency that you work for, because we do administrate different ones around the nation.

Speaker speaker_1: Okay. Um, let me see what staffing agency it was.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: What it was called. Let me look at my email.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, yeah. But I would like for him to get, you know, um... I really don't need it.

Speaker speaker_0: Yeah.

Speaker speaker_1: ... 'cause I have Aetna with Medicare, but my son does. But if I have... If my son needs to have it, you know, um, uh, what's it called? If, uh, if I... if he... if I have to have it in order for him to have it, you know, I have no problem doing that.

Speaker speaker_0: Mm-hmm. Yes, ma'am.

Speaker speaker_1: Okay. It's a, it's a Yomaria Santiago. Thanks for your application. You will find a list of items we need you to complete, links to access them here. Um, this is, uh, asking for log on to find those items. Um, age... mayofwimee.com, it says right here.

Speaker speaker_0: So, it wouldn't be the name of the staffing agency that you applied with?

Speaker speaker_1: I don't know the name, that's the thing. I just know the lady's name.

Speaker speaker_0: And since we work with different ones around the nation, like from California and Texas, I wouldn't be able to pull it up, um, with her name unfortunately.

Speaker speaker_1: Okay. It says, "Employee application 2024," in English bold. That's... I don't know if that's a...

Speaker speaker_0: No, it's, it's not.

Speaker speaker_1: Okay. So, I don't know. Um.

Speaker speaker_0: Um, so I would give them a call and see if they can provide that name to you. Due to the fact that we have like a lot of agencies, I would need that agency's name.

Speaker speaker_1: Okay. It says, uh... Oh, this is Amazon. Um, uh... Let me see what this is real quick.

Speaker speaker_0: Okay.

Speaker speaker_1: What they want me to do. 'Cause it's like, I, I keep messing up the application, and I'm thinking about just going down there and filling it out my- myself, you know, having her have to walk me through it, you know? 'Cause I don't need the medical coverage, but you know, hospital care, you know, just in case.

Speaker speaker_0: Yeah.

Speaker speaker_1: You know, uh... Okay. It's not loading right now. Hold on. Let me take off our mobile data, maybe that'll work. Huh. Let me try something really quick here. Um, what, what staffing agency it is. Uh, it is, uh, recruiting specialists. Hospitali- Ha-Hospitality Staffing Solutions.

Speaker speaker_0: Okay, yeah. That's, that sounds like, more like it. Okay. HS&S.; And then, what are the last four of your Social?

Speaker speaker_1: 0192.

Speaker speaker_0: And then, your first and last name, please.

Speaker speaker_1: Um, Grace Wong. Okay. Where did she... She didn't even send me...

Speaker speaker_0: For security purposes, could you verify your address and your date of birth?

Speaker speaker_1: Um, 2034 Figueroa Lane.

Speaker speaker_0: Okay. And then the state and city?

Speaker speaker_1: Jacksonville, Florida 32210.

Speaker speaker_0: And then your date of birth, please.

Speaker speaker_1: Um, my date of birth is June 9th, 1982.

Speaker speaker_0: And then 732-0890 is your phone number?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then I have B-I-L-L-A-R-A-N-D-A-grace@gmail.com. Is that up to date?

Speaker speaker_1: Uh, it's villarandagrace7@gmail.com.

Speaker speaker_0: Okay. Thank you. All right. Give me one second. Let's see. Okay, ma'am, um, did you want me to go over those plans with you?

Speaker speaker_1: Um, yeah.

Speaker speaker_0: Okay 'cause it looks like, um, you must have filled out a enrollment form. And y- you actually have a pending enrollment. So if you want, I can read it out to you. It looks like you filled it out on the 21st of January, and you selected to be enrolled into all the plans. So today they gave you a call to verify the coverage, and it looks like these plans are under a dependent. Uh, for Virtual Primary Care, you chose employee only, General, you chose

employee plus child. Short Term Disability, you chose employee only. Term Life, employee only. Vision, employee only. Critical Illness, employee only. Group Accident, employee only. For your preventative plan, you chose employee plus child.

Speaker speaker_1: Oh, no. I, I kind of want the like, you know, like the accident for myself, um, but, um, also as well as my son.

Speaker speaker_0: Okay. So if you want, I'll just disregard this, and then we can just do it together over the phone.

Speaker speaker_1: Okay. I'm sorry. I'm, I'm doing two things at once. I, I need to stop, sorry.

Speaker speaker_0: It's okay.

Speaker speaker_1: I mean, like I'm trying to fill out the paperwork that she wants me to fill out because, um, it's not up to her standard for some reason. And it's like, uh, she wants... She says I'm missing my middle initial on the, um... So, ugh. So, you know. So I'm just gonna wait to do this afterwards.

Speaker speaker_0: Okay. So you just wanna-

Speaker speaker_1: Well, what, what I, you know. No, um, no, I'm talking about the, the paperwork that she wants me to do.

Speaker speaker_0: Oh, okay. Yeah, yeah. And then whenever you're ready, I can go ahead and start going over those plans with you.

Speaker speaker_1: Okay.

Speaker speaker_0: I don't know if you want me to send you the benefit guide to your email file. What that benefit guide has, it has all the plans that I'm about to go over and the prices to those plans.

Speaker speaker_1: Okay.

Speaker speaker_0: But I don't know if you want me to send it to you just in case 'cause it, it is a lot of information just to hear, and it would be probably easier if you actually like visually see what I'm talking about.

Speaker speaker_1: Okay.

Speaker speaker_0: And so, I'm gonna go ahead and send it to you, and then you can just let me know which ones you would like, and we can sign you up for them. All right. So I went ahead and emailed that to you. Should come from an email that says info@benefitsinacard.com.

Speaker speaker_1: Okay. Would it be under spam?

Speaker speaker_0: Yes. Um-

Speaker speaker_1: Oh, there it is. I found it. I found it. Okay.

Speaker speaker_0: Okay. So-

Speaker speaker_1: And what do you want me to click on?

Speaker speaker_0: Um, on the PDF that's attached-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... to that email.

Speaker speaker_1: I see it. Okay.

Speaker speaker_0: All right. So it looks like they only offer three different medical plans. So the first one-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... that I'm gonna go over is the Stay Healthy MEC Enhanced. That's on page three. So this plan is only-

Speaker speaker_1: Okay. Hold on one second 'cause there's a pop-up.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: All right. Um, uh, is it in the emplo... It, it, uh, it didn't show where the PDF is. It says, "En- employee investigation guide." W- well, which one, um... hold, hold on one second. Let me go back. Sorry.

Speaker speaker_0: It's okay.

Speaker speaker_1: Too many files. Um...

Speaker speaker_0: So it's gonna say, "Hello, Grace. Thank you for your contact Benefits in a Card."

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: "Per your request, attach the PDF file to the new benefits offered through your employer." And then it should be on like the top.

Speaker speaker_1: Okay. All right. Let's see. No, this is not it. Uh, where did it go? EAP? No, that's not it either. I don't understand. Um, hmm. Let's just h- okay, PDF download.

Speaker speaker_2: ... think you have got it. Oh, come on now. What is going on? See, I have so many files on my PDF, I don't know which one it is.

Speaker speaker_0: Mm. So if you want, I can always go over them, like, um, over the phone.

Speaker speaker_2: Yeah.

Speaker speaker_0: Okay. So I was gonna tell you that, um, the first one that I'm gonna go over is called the Stay Healthy MEC Enhanced. Out of the three that they offer, this one's the only one that would cover both your preventative services, which would be considered like a physical visit, um, cancer screenings, some STD screenings, some vaccinations, and it also covers your hospital indemnity services, meaning like actual doctor visits if you were to get sick, or if you were to, to go to the hospital because you got injured, urgent care, emergency

room and surgeries. So out of the three that they offer, the Stay Healthy MEC Enhanced is the only one that offers both of those benefits. The other two, however, offer only your preventative for one, and only your actual doctor visits for the other. So out of the three, this one's the only one that offers both benefits. Okay? It does require you to stay within the network and only use their preferred providers to receive coverage, however-

Speaker speaker_2: Yes. Um, I'm gonna have to let you go. I'm sorry.

Speaker speaker_0: Okay.

Speaker speaker_2: I live alone-

Speaker speaker_0: It's okay.

Speaker speaker_2: ... in independent living. I'll have to get back with you. I'm sorry.

Speaker speaker_0: Okay, that's fine. Um, I-

Speaker speaker_2: Fine.

Speaker speaker_0: ... was gonna tell you that I did cancel that pending enrollment, since you still want to enroll but you weren't sure which one. So I'll-

Speaker speaker_2: Okay.

Speaker speaker_0: ... leave a note that you're gonna, I guess, call back later. Just keep in mind that you do only have 30 days from the day that you receive your first check to enroll into the benefits. Okay?

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_0: As long as you don't pass that date, then you should be fine.

Speaker speaker_2: All right.

Speaker speaker_0: Okay? Have a nice day.

Speaker speaker_2: All right. Thank you.

Speaker speaker_0: You're welcome.

Speaker speaker_2: Bye-bye. I'm sorry.

Speaker speaker_0: It's okay.