

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? Hello. Um, I got a message today to call for my benefits- Okay. ... through a staffing agency. Okay, what staffing agency do you work for? Uh, Tribe Staffing. Okay. And then what are the last four of your Social? Uh, 60400. First and last name? Austin Lindemann. For security purposes, can you verify your address and date of birth? Um, 1200 South 142nd Street, West Allis, 0- or 083195. Okay, thank you. 8- 608-260-5744 is your phone number? Yes. Okay, so let me see. So, it looks like you have active coverage. Um, let me see. Oh, so it's actually not active yet, but you are enrolled into the VIP Plus for employee only, dental, vision, group accident and behavior health, being a weekly deduction of \$38.39. Okay. Um- Do you know when that will be active? So, it looks like we were supposed to receive a deduction from your staffing agency this week. However, they never made that deduction, so you didn't become active. Oh, no. Once you see the very first deduction- Mm-hmm. ... of the 38.39 come out of your check, the following Monday your coverage would become active. So, it really just depends on when they do the first deduction from your paycheck. So, once you see that first one- Okay. ... the following Monday your plan become effective. But it really just depends on the staffing agencies. We typically tell members one or two weeks after you enroll, but I know there's some staffing agencies, it might take a little longer. Um, so I would honestly ask them when they're planning on making the first one, 'cause it... y- right now you're really just playing a waiting game. Right. Okay. Um, and then you are a- um, you're enrolled, but you're not active yet 'cause we haven't received the first deduction. All right. Well, that's- all right. Well, I guess that's better than nothing. Yeah, but you are enrolled. Okay, cool. Did you have any other questions? I did not. All right. Well, I hope you have a great day. All right, thank you. You too.

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: Hello. Um, I got a message today to call for my benefits-

Speaker speaker_0: Okay.

Speaker speaker_1: ... through a staffing agency.

Speaker speaker_0: Okay, what staffing agency do you work for?

Speaker speaker_1: Uh, Tribe Staffing.

Speaker speaker_0: Okay. And then what are the last four of your Social?

Speaker speaker_1: Uh, 60400.

Speaker speaker_0: First and last name?

Speaker speaker_1: Austin Lindemann.

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

Speaker speaker_1: Um, 1200 South 142nd Street, West Allis, 0- or 083195.

Speaker speaker_0: Okay, thank you. 8- 608-260-5744 is your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so let me see. So, it looks like you have active coverage. Um, let me see. Oh, so it's actually not active yet, but you are enrolled into the VIP Plus for employee only, dental, vision, group accident and behavior health, being a weekly deduction of \$38.39.

Speaker speaker_1: Okay.

Speaker speaker_0: Um-

Speaker speaker_1: Do you know when that will be active?

Speaker speaker_0: So, it looks like we were supposed to receive a deduction from your staffing agency this week. However, they never made that deduction, so you didn't become active.

Speaker speaker_2: Oh, no.

Speaker speaker_0: Once you see the very first deduction-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... of the 38.39 come out of your check, the following Monday your coverage would become active. So, it really just depends on when they do the first deduction from your paycheck. So, once you see that first one-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the following Monday your plan become effective. But it really just depends on the staffing agencies. We typically tell members one or two weeks after you enroll, but I know there's some staffing agencies, it might take a little longer. Um, so I would honestly ask them when they're planning on making the first one, 'cause it... y- right now you're really just playing a waiting game.

Speaker speaker_1: Right. Okay.

Speaker speaker_0: Um, and then you are a- um, you're enrolled, but you're not active yet 'cause we haven't received the first deduction.

Speaker speaker_1: All right. Well, that's- all right. Well, I guess that's better than nothing.

Speaker speaker_0: Yeah, but you are enrolled.

Speaker speaker_1: Okay, cool.

Speaker speaker_0: Did you have any other questions?

Speaker speaker_1: I did not.

Speaker speaker_0: All right. Well, I hope you have a great day.

Speaker speaker_1: All right, thank you. You too.