

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes. Um, uh, right now I got a text that says, "Welcome to, um, Partner Personnel. You have 30 days from your first paycheck to enroll in benefits." Okay. So, um, we're the healthcare administrators for staff and agencies. If you receive that text, it's letting you know that you're within your first 30 days of receiving your first check, which makes you eligible to receive healthcare benefits through Partners Personnel. So, if you do want to enroll into any healthcare benefits that they offer, this would be the time to do it. Depending on how many plans you were to select, which ones they are, if you had dependents, has a lot to do with how much the weekly deductions for these funds are from their paycheck. So, they do have their weekly deductions to them. Um, and it's something completely optional, but you will be getting reminders about your personal open enrollment. Yeah. Uh, so I'm, uh, what is it? Independent or dependent? Or independent. Okay. So, you do want to enroll? So, um, if I enroll and I'm, um, independent, I would get more? I'm sorry. Um, what do you mean by that? Is this for the, the health... It's only for healthcare. Oh, okay. Yeah, but it's, um- Do I have to... I'm sorry, can you repeat that? Um... Will the baby, um, get healthcare or no? Um, for the baby? I know you can... Let me see. What's the age? Okay. You can add a dependent up to the age of 26. Oh, okay. And then the baby will get healthcare? Yes, depending on what plan you select. So, it would be with employee and child. Oh, okay. And, um, after, um... What if like, like six months later or like two months later, um, they let us go or something like that? Like, what happens after that? So, for you to keep having this coverage, since it's weekly deductions from your paycheck, you would have to be working with them. By the fifth week that they don't get a deduction specifically out of your paycheck, the plan gets canceled out. Oh, okay. So, you would have to be a active employee with whatever agency that you're currently with. Oh, okay. Yeah, I'm okay there. Okay. In that case, you can disregard the message. Um, but what's the name of the agency? Because some of them do auto-enroll their members into a plan. Um, I just want to check to see if they're one of the agencies that does that. What's the name of the staffing agency that you're with? CJ Logic. I'm sorry, can you repeat that? Oh, Partner Personnel. Oh, okay. Partners, they don't auto-enroll their members into any plans. So, in that case, you can just disregard the messages. I don't really have to opt you out of any auto-enrollment. Oh, okay. Thank you. Okay? You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yes. Um, uh, right now I got a text that says, "Welcome to, um, Partner Personnel. You have 30 days from your first paycheck to enroll in benefits."

Speaker speaker_0: Okay. So, um, we're the healthcare administrators for staff and agencies. If you receive that text, it's letting you know that you're within your first 30 days of receiving your first check, which makes you eligible to receive healthcare benefits through Partners Personnel. So, if you do want to enroll into any healthcare benefits that they offer, this would be the time to do it. Depending on how many plans you were to select, which ones they are, if you had dependents, has a lot to do with how much the weekly deductions for these funds are from their paycheck. So, they do have their weekly deductions to them. Um, and it's something completely optional, but you will be getting reminders about your personal open enrollment.

Speaker speaker_1: Yeah. Uh, so I'm, uh, what is it? Independent or dependent? Or independent.

Speaker speaker_0: Okay. So, you do want to enroll?

Speaker speaker_1: So, um, if I enroll and I'm, um, independent, I would get more?

Speaker speaker_0: I'm sorry. Um, what do you mean by that?

Speaker speaker_1: Is this for the, the health...

Speaker speaker_0: It's only for healthcare.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Yeah, but it's, um-

Speaker speaker_1: Do I have to...

Speaker speaker_0: I'm sorry, can you repeat that?

Speaker speaker_1: Um... Will the baby, um, get healthcare or no?

Speaker speaker_0: Um, for the baby? I know you can... Let me see. What's the age? Okay. You can add a dependent up to the age of 26.

Speaker speaker_1: Oh, okay. And then the baby will get healthcare?

Speaker speaker_0: Yes, depending on what plan you select. So, it would be with employee and child.

Speaker speaker_1: Oh, okay. And, um, after, um... What if like, like six months later or like two months later, um, they let us go or something like that? Like, what happens after that?

Speaker speaker_0: So, for you to keep having this coverage, since it's weekly deductions from your paycheck, you would have to be working with them. By the fifth week that they don't get a deduction specifically out of your paycheck, the plan gets canceled out.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: So, you would have to be a active employee with whatever agency that you're currently with.

Speaker speaker_1: Oh, okay. Yeah, I'm okay there.

Speaker speaker_0: Okay. In that case, you can disregard the message. Um, but what's the name of the agency? Because some of them do auto-enroll their members into a plan. Um, I just want to check to see if they're one of the agencies that does that. What's the name of the staffing agency that you're with?

Speaker speaker_1: CJ Logic.

Speaker speaker_0: I'm sorry, can you repeat that?

Speaker speaker_1: Oh, Partner Personnel.

Speaker speaker_0: Oh, okay. Partners, they don't auto-enroll their members into any plans. So, in that case, you can just disregard the messages. I don't really have to opt you out of any auto-enrollment.

Speaker speaker_1: Oh, okay. Thank you.

Speaker speaker_0: Okay? You're welcome.

Speaker speaker_1: Bye-bye.