

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. Um, this is McKinley Palanis calling. So I'm filling this, um, form for WSI and then for... I guess it's asking me to select assigned plans, whether it's dental, um, health benefits. So I clicked dental, but when I try to click next, it keeps telling me about, uh, no enrollment. And I would have to go back so I can see what it says, but it's not letting me go through and then it gave me this phone number to call. Uh, okay. So you were trying to enroll, right? So I can help you with your enrollment over the phone. Yeah. So I went and select dental plan, but it won't, it won't let me, uh, next. Like it won't let me go to the next section. Oh. So, um, I can do your enrollment for you, like over the phone, via phone enrollment. I'm not sure if that's gonna- Yeah. We can do that. ... that kind of fits that and let you skip to the next step though. But I can definitely do your phone enrollment over the phone if you were looking into enrolling. Like is it the same, uh... Would you say it's the same as WSI? Is it like the same thing or is it two different companies or two different services? So we're the healthcare administrator for staffing agency. Um, what's the actual name though? 'Cause we have two staffing agencies under those prefixes, WSI. Is it WorkSmart or is it WorkSource? Uh, I just know it's WSI, but I don't know if there's like more information than the form that I'm applying for. So I can go search. I can go look if it says any of that. Yeah. Because we have two. There's WorkSmart and then there's WorkSource. Hmm. All right. Well, let me- I'll have to make sure..... see if..... says any of that. Okay. It says, "Enrollment not allowed. Please call your contact center." And then, let's see, mybenefitcard.com. Does it say the name though, of the staffing agency? Uh, no. Let me see. Yeah. Yeah, it doesn't... It doesn't say any name. It just says mybenefit... mybenefitscentercard.com. Okay. Um, let me try to look you up with both of them. What's, what are the last four of your Social? It would be 9483. Is it Jacob? McKinley Palanis. No. No? Okay. You said 8493. Correct? Oh, no. 94... I'm sorry. It is 9483. Okay. Okay. So you're not showing up, um, with both of those. Okay. So I believe it's because you're still kind of new. But I just want to make sure that you have the right staffing agency. Okay. Um, because I was going to tell you either we can go ahead and create a file for you. For that, I do need your full Social address, date of birth. Or you can be calling throughout the week to see if we received your file already. And then from there, select your, um, benefits. Um, but you do have to make sure that you have the right staffing agency. That's very important. Yes. So I would be- Well, I think what I'm... No, I'm sorry to cut you off. Go ahead, finish up. Um, I don't know if you want to make sure with them, like if they could please provide you the name, 'cause like I said- Yeah. That'd be- ... we administrate different agencies and two of those agencies have that same, uh, prefix of WSI. Oh. So I just want to make sure we get the right one, because it, it could be WorkSmart or it could be WorkSource. Ah, I see. I think, well, I think what would be the safest move to do is actually, 'cause I have a

appointment at 3:00 with them. Oh, okay. So I think what I'm gonna do is go there and, and finish the file there. Maybe they can help me, you know? Okay. With, you know- Okay. That's fine. And I, I would still ask for the name though, just so that you're sure. Yeah. The name. No. Of course. Just in case you have issues. Um, yeah. Well, I think they're gonna have to tell me regardless because they won't let me go to the next stage at all. So yeah. Okay. They... Yeah. 'Cause like I said, we could always do it over the phone, but I don't know if that's gonna fix that issue that you're having of not- Yeah. ... asked to the..... Yeah. That's why I need... Yeah. That's why I need to make sure, because I don't know if it's gonna be like the same thing, so I might just go to WSI and see what they gonna tell me. Okay. That's fine. Yeah. Well, thank you though. You're welcome. I hope you have a great day. And we're open from 8:00 AM up until 8:00 PM Monday through Friday, Eastern Time. All righty. Well, thank you. Thank you. All right. Have a good one. Thank you.

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. Um, this is McKinley Palanis calling. So I'm filling this, um, form for WSI and then for... I guess it's asking me to select assigned plans, whether it's dental, um, health benefits. So I clicked dental, but when I try to click next, it keeps telling me about, uh, no enrollment. And I would have to go back so I can see what it says, but it's not letting me go through and then it gave me this phone number to call.

Speaker speaker_0: Uh, okay. So you were trying to enroll, right? So I can help you with your enrollment over the phone.

Speaker speaker_1: Yeah. So I went and select dental plan, but it won't, it won't let me, uh, next. Like it won't let me go to the next section.

Speaker speaker_0: Oh. So, um, I can do your enrollment for you, like over the phone, via phone enrollment. I'm not sure if that's gonna-

Speaker speaker_1: Yeah. We can do that.

Speaker speaker_0: ... that kind of fits that and let you skip to the next step though. But I can definitely do your phone enrollment over the phone if you were looking into enrolling.

Speaker speaker_1: Like is it the same, uh... Would you say it's the same as WSI? Is it like the same thing or is it two different companies or two different services?

Speaker speaker_0: So we're the healthcare administrator for staffing agency. Um, what's the actual name though? 'Cause we have two staffing agencies under those prefixes, WSI. Is it WorkSmart or is it WorkSource?

Speaker speaker_1: Uh, I just know it's WSI, but I don't know if there's like more information than the form that I'm applying for. So I can go search. I can go look if it says any of that.

Speaker speaker_0: Yeah. Because we have two. There's WorkSmart and then there's WorkSource.

Speaker speaker_1: Hmm. All right. Well, let me-

Speaker speaker_0: I'll have to make sure.....

Speaker speaker_1: ... see if..... says any of that.

Speaker speaker_0: Okay.

Speaker speaker_1: It says, "Enrollment not allowed. Please call your contact center." And then, let's see, mybenefitcard.com.

Speaker speaker_0: Does it say the name though, of the staffing agency?

Speaker speaker_1: Uh, no. Let me see. Yeah. Yeah, it doesn't... It doesn't say any name. It just says mybenefit... mybenefitscentercard.com.

Speaker speaker_0: Okay. Um, let me try to look you up with both of them. What's, what are the last four of your Social?

Speaker speaker_1: It would be 9483.

Speaker speaker_0: Is it Jacob?

Speaker speaker_1: McKinley Palanis. No.

Speaker speaker_0: No? Okay. You said 8493. Correct?

Speaker speaker_1: Oh, no. 94... I'm sorry. It is 9483.

Speaker speaker_0: Okay. Okay. So you're not showing up, um, with both of those.

Speaker speaker_1: Okay.

Speaker speaker_0: So I believe it's because you're still kind of new. But I just want to make sure that you have the right staffing agency.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, because I was going to tell you either we can go ahead and create a file for you. For that, I do need your full Social address, date of birth. Or you can be calling throughout the week to see if we received your file already. And then from there, select your, um, benefits. Um, but you do have to make sure that you have the right staffing agency. That's very important.

Speaker speaker_1: Yes.

Speaker speaker_0: So I would be-

Speaker speaker_1: Well, I think what I'm... No, I'm sorry to cut you off. Go ahead, finish up.

Speaker speaker_0: Um, I don't know if you want to make sure with them, like if they could please provide you the name, 'cause like I said-

Speaker speaker_1: Yeah. That'd be-

Speaker speaker_0: ... we administrate different agencies and two of those agencies have that same, uh, prefix of WSI.

Speaker speaker_1: Oh.

Speaker speaker_0: So I just want to make sure we get the right one, because it, it could be WorkSmart or it could be WorkSource.

Speaker speaker_1: Ah, I see. I think, well, I think what would be the safest move to do is actually, 'cause I have a appointment at 3:00 with them.

Speaker speaker_0: Oh, okay.

Speaker speaker_1: So I think what I'm gonna do is go there and, and finish the file there. Maybe they can help me, you know?

Speaker speaker_0: Okay.

Speaker speaker_1: With, you know-

Speaker speaker_0: Okay. That's fine. And I, I would still ask for the name though, just so that you're sure.

Speaker speaker_1: Yeah. The name. No. Of course.

Speaker speaker_0: Just in case you have issues. Um, yeah.

Speaker speaker_1: Well, I think they're gonna have to tell me regardless because they won't let me go to the next stage at all. So yeah.

Speaker speaker_0: Okay.

Speaker speaker_1: They... Yeah.

Speaker speaker_0: 'Cause like I said, we could always do it over the phone, but I don't know if that's gonna fix that issue that you're having of not-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... asked to the.....

Speaker speaker_1: Yeah. That's why I need... Yeah. That's why I need to make sure, because I don't know if it's gonna be like the same thing, so I might just go to WSI and see what they gonna tell me.

Speaker speaker_0: Okay. That's fine.

Speaker speaker_1: Yeah. Well, thank you though.

Speaker speaker_0: You're welcome. I hope you have a great day. And we're open from 8:00 AM up until 8:00 PM Monday through Friday, Eastern Time.

Speaker speaker_1: All righty. Well, thank you.

Speaker speaker_0: Thank you.

Speaker speaker_1: All right. Have a good one.

Speaker speaker_0: Thank you.