

Transcript: Estefania

Acevedo-5481387158093824-4631862407282688

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits CenterCard . My name is Stephanie. How can I assist you? Yes, ma'am. Um, I just received a text from you guys, I think it was yesterday, stating, "Devin, did you know you can reinstate your prior benefits through PRC Staffing?" So, uh, my situation is I was with PR Staff- I started out with PR Staffing, uh, last year in November, I believe. Mm-hmm. And what happened is I left and went to another job, and I believe I was sent cards in the mail, but I did throw those cards away 'cause I w- wasn't with the company anymore. But now, in 2024, I've picked back up with this staffing company, and I don't have the cards anymore. So, I'm trying to see, do I have any benefits available? Um, if not, can I get any benefits? And also, if I can, can I have some cards re-sent to me? Okay, yeah. I would have to look into your file. Um, what staffing agency are you with? Uh, TRC. And then, what are the last four of your ? 088686-0038, 0038, if I'm not mistaken. 088686003- 37. Sorry. Okay. And then for security purposes, I do need you to verify your address as well as your date of birth. Address is 2211 Vintage Oaks Drive, Loganville, Georgia 30052. Date of birth is January 15th, 1984. Okay, thank you. Is your phone number still 620-6843? Yes. Okay. And then I have your email as dhall8801@gmail.com. Is that up to date? Yes. All right, and if you could give me a brief moment while I look over your file. Okay, that's fine. Okay, thank you for holding, Mr. Hall. So, I went ahead and reviewed your account. So, you aren't- you could enroll as a reinstatement. If you do that, you would have to get the same plans that you had before. So, you had the group accident, dental, short-term disability, critical illness, term life, vision, VIP Plus, and behavioral health. You would have to add those exact plans. Um, you could take some off, but I couldn't add new ones. So let's say you would want, like, beh- well, you already have behavioral health. Let me see. Let's say you would want virtual care, which you didn't have before. Um, if you want to add new plans in addition, I would have to do a eligibility review to see if you are eligible to add new plans. Um, but you're welcome to add the ones that you had, some of the ones you had, or all of the ones you had. But if you do wanna add, like, different plans, I would have to do a eligibility review. Okay. And I do not remember the cost of the plan, so you know if there's a link that I can go to to actually look at the cost of the plans before? So, if, if you want, before you make a decision, I can always send you the benefit guide, and on that guide, in the email, I can write down the plans that you had. Okay. That's fine. And the- I can definitely do that. ... and the prices. And then I'll attach the PDF of all the plans that they offer, just in case you do wanna add different plans, because usually the way a reinstatement works, they make you have the same plans that you used to have. Um, you could take some off, but to add different ones, you would have to go through a eligibility review, and they would have to check your eligi- eligibility to see if you're eligible for different plans or new ones or additional ones. But- Okay. ... if you want, I can go ahead and send you

that information. Um, I don't know if you mind holding while I do that. And then I'll put the price of each plan. Well, it'll tell you on the pda- PDF either way, but I'll still do that. Okay. That's fine. Okay. I'm gonna put you in a brief hold. Um, is that a good email to send it to? Yes, ma'am. Okay. Give me one second. I'll be right back. All right. Thank you. Thank you for your hold, Mr. Hall. Do I still have you on the line? Yes, ma'am. I went ahead and sent you that information to your email file. I, um, attached the exact plan that you had before with the prices and the total. And then I also attached the guide that has all the plans that they offer, just in case you're looking into adding different ones or wanting to, like, change different plans. Um, just keep in mind, if you do want to add different plans, you- I would have to do a eligibility review with the main office to see if you're eligible for that, because a reinstatement is technically you adding the same ones that you had. You don't have to add all of them, but it would have to be those particular plans. And I listed that- Okay. ... in the email that I sent you, as well with the benefit guide, just in case you're- you might want to change your mind or something. Okay. I would definitely like to go ahead and add them. Okay. Um, do you want to keep the same ones that you had or were you looking into adding different ones? Um, I'll keep the same ones that I have. Did you want to do all of the- all of the same ones or did you want to pick some up, um, and that's me- All of the same ones. All of the same ones? Okay. Okay. All right. So you had a group accident for \$1.95 per employee. You had dental for \$3.51. You had short-term disability for \$3.81. You had critical illness with- for \$2.42. You had term life for \$2.09. You had vision for \$2.15. You had the VIP+ for \$31.71. And you had behavioral health for \$1.50. That would be a weekly deduction of \$49.14. Do you allow TRC to make the weekly deduction of \$49.14 for these plans? Yes. Okay. Please allow one or two weeks for your employer to start making that deduction. Once you see the very first deduction from your paycheck of \$49.14, the following Monday of that deduction is when you have active coverage, and by that first week of your active coverage, that Thursday or Friday you should be getting your vision card and your dental card. Um, I was gonna inform you that for your VIP+ card, which is your hospital intimacy plan, that card they never really send out, um, to your house. So that Monday that you have activation, you're welcome to give us a call and we can go ahead and request that physical card to be sent out to you. But you would have to be active for us to put in that request. Okay. That's fine. Okay. So now we just have to wait for them to start doing the deductions. Okay. All right. Did you have any questions for me? That will be all at the moment. All right. Well, I hope you have a great day. Thank you for your time. You too. Thank you. Thank you very much. You're welcome. Have a nice day. All right. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits CenterCard . My name is Stephanie. How can I assist you?

Speaker speaker_2: Yes, ma'am. Um, I just received a text from you guys, I think it was yesterday, stating, "Devin, did you know you can reinstate your prior benefits through PRC Staffing?" So, uh, my situation is I was with PR Staff- I started out with PR Staffing, uh, last

year in November, I believe.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And what happened is I left and went to another job, and I believe I was sent cards in the mail, but I did throw those cards away 'cause I w- wasn't with the company anymore. But now, in 2024, I've picked back up with this staffing company, and I don't have the cards anymore. So, I'm trying to see, do I have any benefits available? Um, if not, can I get any benefits? And also, if I can, can I have some cards re-sent to me?

Speaker speaker_1: Okay, yeah. I would have to look into your file. Um, what staffing agency are you with?

Speaker speaker_2: Uh, TRC.

Speaker speaker_1: And then, what are the last four of your

Speaker speaker_3: ?

Speaker speaker_2: 088686-0038, 0038, if I'm not mistaken. 088686003- 37. Sorry.

Speaker speaker_1: Okay. And then for security purposes, I do need you to verify your address as well as your date of birth.

Speaker speaker_2: Address is 2211 Vintage Oaks Drive, Loganville, Georgia 30052. Date of birth is January 15th, 1984.

Speaker speaker_1: Okay, thank you. Is your phone number still 620-6843?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then I have your email as dhal8801@gmail.com. Is that up to date?

Speaker speaker_2: Yes.

Speaker speaker_1: All right, and if you could give me a brief moment while I look over your file.

Speaker speaker_2: Okay, that's fine.

Speaker speaker_1: Okay, thank you for holding, Mr. Hall. So, I went ahead and reviewed your account. So, you aren't- you could enroll as a reinstatement. If you do that, you would have to get the same plans that you had before. So, you had the group accident, dental, short-term disability, critical illness, term life, vision, VIP Plus, and behavioral health. You would have to add those exact plans. Um, you could take some off, but I couldn't add new ones. So let's say you would want, like, beh- well, you already have behavioral health. Let me see. Let's say you would want virtual care, which you didn't have before. Um, if you want to add new plans in addition, I would have to do a eligibility review to see if you are eligible to add new plans. Um, but you're welcome to add the ones that you had, some of the ones you had, or all of the ones you had. But if you do wanna add, like, different plans, I would have to do a eligibility review.

Speaker speaker_2: Okay. And I do not remember the cost of the plan, so you know if there's a link that I can go to to actually look at the cost of the plans before?

Speaker speaker_1: So, if, if you want, before you make a decision, I can always send you the benefit guide, and on that guide, in the email, I can write down the plans that you had.

Speaker speaker_2: Okay. That's fine.

Speaker speaker_1: And the-

Speaker speaker_2: I can definitely do that.

Speaker speaker_1: ... and the prices. And then I'll attach the PDF of all the plans that they offer, just in case you do wanna add different plans, because usually the way a reinstatement works, they make you have the same plans that you used to have. Um, you could take some off, but to add different ones, you would have to go through a eligibility review, and they would have to check your eligi- eligibility to see if you're eligible for different plans or new ones or additional ones. But-

Speaker speaker_2: Okay.

Speaker speaker_1: ... if you want, I can go ahead and send you that information. Um, I don't know if you mind holding while I do that. And then I'll put the price of each plan. Well, it'll tell you on the pda- PDF either way, but I'll still do that.

Speaker speaker_2: Okay. That's fine.

Speaker speaker_1: Okay. I'm gonna put you in a brief hold. Um, is that a good email to send it to?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Give me one second. I'll be right back.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: Thank you for your hold, Mr. Hall. Do I still have you on the line?

Speaker speaker_4: Yes, ma'am.

Speaker speaker_1: I went ahead and sent you that information to your email file. I, um, attached the exact plan that you had before with the prices and the total. And then I also attached the guide that has all the plans that they offer, just in case you're looking into adding different ones or wanting to, like, change different plans. Um, just keep in mind, if you do want to add different plans, you- I would have to do a eligibility review with the main office to see if you're eligible for that, because a reinstatement is technically you adding the same ones that you had. You don't have to add all of them, but it would have to be those particular plans. And I listed that-

Speaker speaker_4: Okay.

Speaker speaker_1: ... in the email that I sent you, as well with the benefit guide, just in case you're- you might want to change your mind or something.

Speaker speaker_4: Okay. I would definitely like to go ahead and add them.

Speaker speaker_1: Okay. Um, do you want to keep the same ones that you had or were you looking into adding different ones?

Speaker speaker_4: Um, I'll keep the same ones that I have.

Speaker speaker_1: Did you want to do all of the- all of the same ones or did you want to pick some up, um, and that's me-

Speaker speaker_4: All of the same ones.

Speaker speaker_1: All of the same ones? Okay. Okay. All right. So you had a group accident for \$1.95 per employee. You had dental for \$3.51. You had short-term disability for \$3.81. You had critical illness with- for \$2.42. You had term life for \$2.09. You had vision for \$2.15. You had the VIP+ for \$31.71. And you had behavioral health for \$1.50. That would be a weekly deduction of \$49.14. Do you allow TRC to make the weekly deduction of \$49.14 for these plans?

Speaker speaker_4: Yes.

Speaker speaker_1: Okay. Please allow one or two weeks for your employer to start making that deduction. Once you see the very first deduction from your paycheck of \$49.14, the following Monday of that deduction is when you have active coverage, and by that first week of your active coverage, that Thursday or Friday you should be getting your vision card and your dental card. Um, I was gonna inform you that for your VIP+ card, which is your hospital intimacy plan, that card they never really send out, um, to your house. So that Monday that you have activation, you're welcome to give us a call and we can go ahead and request that physical card to be sent out to you. But you would have to be active for us to put in that request.

Speaker speaker_4: Okay. That's fine.

Speaker speaker_1: Okay. So now we just have to wait for them to start doing the deductions.

Speaker speaker_4: Okay.

Speaker speaker_1: All right. Did you have any questions for me?

Speaker speaker_4: That will be all at the moment.

Speaker speaker_1: All right. Well, I hope you have a great day. Thank you for your time.

Speaker speaker_4: You too. Thank you. Thank you very much.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_4: All right. You too. Bye-bye.