

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? Yes, I'm calling because I receive a call, um, about that input about my- my spouse's, um, bir- uh, birthday. Okay, what staffing agency do you work for? OnTrack. And what are the last four of your Social? 6723. And your first and last name? Aria Ramirez. For security purposes, can you verify your address and date of birth? 444 Alice Street, Arlington, Texas 76010. Uh, date of birth 5/30/'79. Okay. All right, yeah. So it looks like they needed to confirm the dependent's information so your spouse. Yes. On dental selection and it looks like they changed the- um, the enrollment to employee only for dental. Oh, actually, give me one second. Give me one second. Yes. Do you still want to add your spouse? Yes because they already deducted me for- for both. I'm sorry. Can you say that again? Um, they- they deducted us the amount for both of us. Let me check. So you haven't had any deductions yet? Yes, I think it's- that's what is says right now in the- on my paycheck stuff. So if you see it for this week, it's for the following Monday. But, um, I don't see no deductions taken out of your check yet. Oh, so it's gonna be for the next Monday? So I wouldn't be able to tell you because right now what I'm seeing is you don't have any active coverage. You're enrolled, but your coverage isn't active yet, so I wouldn't be able to tell you 'cause I'm not seeing it. Oh, okay. So I can't tell you. Um, but it looks like the reason why they did call you is because we are missing your spouse, um, date of birth information so that's why they had to plan- change the plan from employee plus spouse to employee only. Did you still want to add him 'cause we can- Yes. ... go ahead and change that. Okay. Yes, ma'am. All right, give me one second. Okay and the year I have 02/26/2025. What- what's his birthday? Uh, June 26th, 1980. June 26th, 1980? Yes. Okay. Okay, I got that info already. Okay, well, I added that. Um, give me one second right here. Hi, Pa. What's up? I'm just gonna get some . Mm-hmm. Hello? Oh, uh-huh. Um, I went ahead and added your spouse. Um... Okay. So he's been included into your coverage, okay? Okay. That was the reason why they called you, because we were missing an accurate date of birth. So I went ahead and- Oh, okay. ... changed it back to employee plus spouse. Okay. So, uh, you don't know when will I receive, uh, the card and when they will start, uh, deductions? So- so once they- it typically takes one or two weeks for the staffing agency to start making the first deduction. Once you see the first deduction of the \$6.99 come out of your paycheck, the following Monday of that deduction is when your plans become active. Oh, okay. And then, um, by that first week, you should be getting your dental card. And you're just gonna get one. Oh, okay. Mm-hmm. Oh, okay. One with both names? No, just one with your name since he's under your policy, they're gonna see that he's a dependent. Oh, okay. Okay, okay. Okay. Mm-hmm. And if you have a dentist appointment, um, coming up and you still don't have your card, you can call us and we can email it to you as well. Oh, okay. And you- you have information about a dentist or no? You don't have that? No, I don't have a list- Like what

providers- ... of the providers. So that's something that will be mailed out with the card. All right. Okay, thank you. Mm-hmm. You welcome. Have a nice day. You too. 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: Yes, I'm calling because I receive a call, um, about that input about my-my spouse's, um, bir- uh, birthday.

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

Speaker speaker_1: OnTrack.

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

Speaker speaker_1: 6723.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Aria Ramirez.

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

Speaker speaker_1: 444 Alice Street, Arlington, Texas 76010. Uh, date of birth 5/30/'79.

Speaker speaker_0: Okay. All right, yeah. So it looks like they needed to confirm the dependent's information so your spouse.

Speaker speaker_1: Yes.

Speaker speaker_0: On dental selection and it looks like they changed the- um, the enrollment to employee only for dental. Oh, actually, give me one second. Give me one second. Yes. Do you still want to add your spouse?

Speaker speaker_1: Yes because they already deducted me for- for both.

Speaker speaker_0: I'm sorry. Can you say that again?

Speaker speaker_1: Um, they- they deducted us the amount for both of us.

Speaker speaker_0: Let me check. So you haven't had any deductions yet?

Speaker speaker_1: Yes, I think it's- that's what is says right now in the- on my paycheck stuff.

Speaker speaker_0: So if you see it for this week, it's for the following Monday. But, um, I don't see no deductions taken out of your check yet.

Speaker speaker_1: Oh, so it's gonna be for the next Monday?

Speaker speaker_0: So I wouldn't be able to tell you because right now what I'm seeing is you don't have any active coverage. You're enrolled, but your coverage isn't active yet, so I wouldn't be able to tell you 'cause I'm not seeing it.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: So I can't tell you. Um, but it looks like the reason why they did call you is because we are missing your spouse, um, date of birth information so that's why they had to plan- change the plan from employee plus spouse to employee only. Did you still want to add him 'cause we can-

Speaker speaker_1: Yes.

Speaker speaker_0: ... go ahead and change that. Okay.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right, give me one second. Okay and the year I have 02/26/2025. What- what's his birthday?

Speaker speaker_1: Uh, June 26th, 1980.

Speaker speaker_0: June 26th, 1980?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Okay, I got that info already. Okay, well, I added that. Um, give me one second right here.

Speaker speaker_2: Hi, Pa.

Speaker speaker_1: What's up?

Speaker speaker_2: I'm just gonna get some .

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Hello?

Speaker speaker_1: Oh, uh-huh.

Speaker speaker_0: Um, I went ahead and added your spouse. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: So he's been included into your coverage, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: That was the reason why they called you, because we were missing an accurate date of birth. So I went ahead and-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... changed it back to employee plus spouse.

Speaker speaker_1: Okay. So, uh, you don't know when will I receive, uh, the card and when they will start, uh, deductions?

Speaker speaker_0: So- so once they- it typically takes one or two weeks for the staffing agency to start making the first deduction. Once you see the first deduction of the \$6.99 come out of your paycheck, the following Monday of that deduction is when your plans become active.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: And then, um, by that first week, you should be getting your dental card. And you're just gonna get one.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Oh, okay. One with both names?

Speaker speaker_0: No, just one with your name since he's under your policy, they're gonna see that he's a dependent.

Speaker speaker_1: Oh, okay. Okay, okay. Okay.

Speaker speaker_0: Mm-hmm. And if you have a dentist appointment, um, coming up and you still don't have your card, you can call us and we can email it to you as well.

Speaker speaker_1: Oh, okay. And you- you have information about a dentist or no? You don't have that?

Speaker speaker_0: No, I don't have a list-

Speaker speaker_1: Like what providers-

Speaker speaker_0: ... of the providers. So that's something that will be mailed out with the card.

Speaker speaker_1: All right. Okay, thank you.

Speaker speaker_0: Mm-hmm. You welcome. Have a nice day.

Speaker speaker_1: You too. Thank you.