

Transcript: Estefania

Acevedo-5659439832416256-6510606787461120

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, there. I, um, my assignment through my work agency ended, and I need to make a direct payment to continue my coverage. Okay. Give me one second. What staffing agency is it? . Ooh, I'm sorry. You're breaking up. Can you repeat that? Formerly known as Para Staffing Group. Okay, thank you. And then what are the last four of your social? 6596. Your first and last name? James Lang. For security purposes, can you verify your address and date of birth? Yes. 3573 Southeast Bentley Street, Hillsboro, Oregon. Date of birth, 9/13/74. Okay, thank you. And then I have 503-707-5957 as your phone number. Correct. All right, and then I have jlane1515@hotmail.com. Is that up-to-date? Yes. And then did you want to pay... Oh, okay. You wanted to make the payment for this week of the 68.73? Yes. And I'm curious, um, do I need to call each week, uh- Yes. ... until I- If you don't- ... get back on... Yeah. And- Okay. Go ahead. Yeah. Because we can't take future payments. So if you want to pay, um, for the next week, you would have to call next Monday. Yep. Okay? And then, um, are you currently still working with them or are you, like, on vacation or...? Uh, I am still with Verstell, but I do not have a new assignment yet. Okay. 'Cause you are allowed to make up to four direct payments. Okay. By the fifth week of no payments made out of your check, you do go into COBRA. Okay. What happens, um, if I don't make the pa- if I don't make the payments, am I still covered? No, because for you to ha- be active, um, they have to make weekly deductions from your paycheck. So let's say for this week you were not to pay. Yeah. Let's say, like, today you weren't paying and you didn't call us- Yeah. ... when it's due for payment for this week. That means for this week, from the 19th and 25th, you wouldn't have active coverage. But since you're paying- Okay. ... making a direct payment today, you will be covered for this week. Okay. And that includes everything that I've selected during open enrollment, right? That can cover... That covers everything that I've Yeah, that would be- ... that's like \$28.00. Yeah, that would be for- Okay. ... dental, short-term, term life vision, ID experts. Okay. Your preventive- The ID- Okay. Excuse me. Excuse me for a question. Sometimes the ID experts thing, it gets deactivated even though my, uh, every week. Oh, I'm sorry. You're breaking up a little bit. I heard, um- Yeah. ... I heard you after the, that you said that it gets deactivated? Make the pay- even when I had payroll deduction, it kept getting deactivated for the ID thing. Okay, um- So I don't know how the... I- That's something I probably would have to, uh, email our IT regarding, um... Just give me one second. Okay. Let me look to see if there's, like, a contact number for that ID expert. Okay. Oh, I can... You know what? I've got their number, so I'll just call them directly and find out what the issue is. Yes, sir. All right. Oh, give me one second. I know since you have short-term disability, um, give me one second 'cause I believe there's a certain way I need to take your payment when you have this plan. So I'm gonna put you in a brief hold real quick. Okay. Thank you. Okay. Thank you for holding, sir. Um, so

usually- Sure. ... when you have short-term disability, and you're trying to make a direct payment, there's a certain process that we have to go through. Um, I'm trying to figure that out right now. Can I put you in a brief hold, though? Sure. Okay, thank you. Oh, yeah, I will. Go ahead, I will... Okay. Thank you so much for your hold, sir. So currently,- Sure. ... our system's when... to make the right payments, so I will have to be giving you a call back shortly. Is this the- Okay. ... 503-707-5957? Yes. Okay. So you should be expecting a call back from me shortly. Okay. What's your name? My name is Stephanie. Okay. Thank you. You're welcome. Have a nice day. 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: Hi, there. I, um, my assignment through my work agency ended, and I need to make a direct payment to continue my coverage.

Speaker speaker_0: Okay. Give me one second. What staffing agency is it?

Speaker speaker_1: .

Speaker speaker_0: Ooh, I'm sorry. You're breaking up. Can you repeat that?

Speaker speaker_1: Formerly known as Para Staffing Group.

Speaker speaker_0: Okay, thank you. And then what are the last four of your social?

Speaker speaker_1: 6596.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: James Lang.

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

Speaker speaker_1: Yes. 3573 Southeast Bentley Street, Hillsboro, Oregon. Date of birth, 9/13/74.

Speaker speaker_0: Okay, thank you. And then I have 503-707-5957 as your phone number.

Speaker speaker_1: Correct.

Speaker speaker_0: All right, and then I have jlane1515@hotmail.com. Is that up-to-date?

Speaker speaker_1: Yes.

Speaker speaker_0: And then did you want to pay... Oh, okay. You wanted to make the payment for this week of the 68.73?

Speaker speaker_1: Yes. And I'm curious, um, do I need to call each week, uh-

Speaker speaker_0: Yes.

Speaker speaker_1: ... until I-

Speaker speaker_0: If you don't-

Speaker speaker_1: ... get back on... Yeah.

Speaker speaker_0: And-

Speaker speaker_1: Okay. Go ahead.

Speaker speaker_0: Yeah. Because we can't take future payments. So if you want to pay, um, for the next week, you would have to call next Monday.

Speaker speaker_1: Yep.

Speaker speaker_0: Okay? And then, um, are you currently still working with them or are you, like, on vacation or...?

Speaker speaker_1: Uh, I am still with Verstella, but I do not have a new assignment yet.

Speaker speaker_0: Okay. 'Cause you are allowed to make up to four direct payments.

Speaker speaker_1: Okay.

Speaker speaker_0: By the fifth week of no payments made out of your check, you do go into COBRA.

Speaker speaker_1: Okay. What happens, um, if I don't make the pa- if I don't make the payments, am I still covered?

Speaker speaker_0: No, because for you to ha- be active, um, they have to make weekly deductions from your paycheck. So let's say for this week you were not to pay.

Speaker speaker_1: Yeah.

Speaker speaker_0: Let's say, like, today you weren't paying and you didn't call us-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... when it's due for payment for this week. That means for this week, from the 19th and 25th, you wouldn't have active coverage. But since you're paying-

Speaker speaker_1: Okay.

Speaker speaker_0: ... making a direct payment today, you will be covered for this week.

Speaker speaker_1: Okay. And that includes everything that I've selected during open enrollment, right? That can cover... That covers everything that I've

Speaker speaker_2: Yeah, that would be-

Speaker speaker_1: ... that's like \$28.00.

Speaker speaker_0: Yeah, that would be for-

Speaker speaker_1: Okay.

Speaker speaker_0: ... dental, short-term, term life vision, ID experts.

Speaker speaker_1: Okay.

Speaker speaker_0: Your preventive-

Speaker speaker_1: The ID-

Speaker speaker_0: Okay.

Speaker speaker_1: Excuse me. Excuse me for a question. Sometimes the ID experts thing, it gets deactivated even though my, uh, every week.

Speaker speaker_0: Oh, I'm sorry. You're breaking up a little bit. I heard, um-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... I heard you after the, that you said that it gets deactivated?

Speaker speaker_1: Make the pay- even when I had payroll deduction, it kept getting deactivated for the ID thing.

Speaker speaker_0: Okay, um-

Speaker speaker_1: So I don't know how the... I-

Speaker speaker_0: That's something I probably would have to, uh, email our IT regarding, um... Just give me one second.

Speaker speaker_1: Okay.

Speaker speaker_0: Let me look to see if there's, like, a contact number for that ID expert.

Speaker speaker_1: Okay. Oh, I can... You know what? I've got their number, so I'll just call them directly and find out what the issue is.

Speaker speaker_0: Yes, sir. All right. Oh, give me one second. I know since you have short-term disability, um, give me one second 'cause I believe there's a certain way I need to take your payment when you have this plan. So I'm gonna put you in a brief hold real quick.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Okay. Thank you for holding, sir. Um, so usually-

Speaker speaker_3: Sure.

Speaker speaker_0: ... when you have short-term disability, and you're trying to make a direct payment, there's a certain process that we have to go through. Um, I'm trying to figure that out right now. Can I put you in a brief hold, though?

Speaker speaker_3: Sure.

Speaker speaker_0: Okay, thank you.

Speaker speaker_4: Oh, yeah, I will.

Speaker speaker_5: Go ahead, I will...

Speaker speaker_0: Okay. Thank you so much for your hold, sir. So currently,-

Speaker speaker_3: Sure.

Speaker speaker_0: ... our system's when... to make the right payments, so I will have to be giving you a call back shortly. Is this the-

Speaker speaker_3: Okay.

Speaker speaker_0: ... 503-707-5957?

Speaker speaker_3: Yes.

Speaker speaker_0: Okay. So you should be expecting a call back from me shortly.

Speaker speaker_3: Okay. What's your name?

Speaker speaker_0: My name is Stephanie.

Speaker speaker_3: Okay. Thank you.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_3: You too.