

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, Stephanie. This is Ivory, and I was calling to see if I was activated yet. Okay. Yeah. I can check that. And that's it. What staffing agency do you work for? CareBuilders. Okay. And then what are the last four of your Social? 4693. And then your first and last name? Ivory Stevenson. Okay. For security purposes, can you verify your address and date of birth? 517 East Jacobs Street. Mm-hmm. City and state? Uh, Louisville, Kentucky, 40203. Sorry. And then what was that date of birth? 12/13/98. I have 502-931-9960 as your phone number. Yes, ma'am. I have stevensonsivory@yahoo.com. Is that up to date? Yes, ma'am. Okay. Let's see. Okay. So, your coverage is active. However, for this week, you're not, um, active for this week. So you do h- you do have active coverage, but for this week and last week, since we didn't receive a deduction, you don't have active coverage for those weeks. But next week if we have a deduct- I'll be back active, or how does that work? So, that depends. That depends on your staffing agency. If we did s- receive a deduction from them, then yes. If we don't, then you won't. So for you to have- Okay. ... active coverage, we do have to be receiving those deductions weekly from your staffing agency. If there's a week that we don't receive it, then that means you won't have active coverage. Like for last week, that's a good example. You were active the 10th, from the 10th to the 16th. But then from the 17th to the 23rd, which is last week, um, your coverage wasn't active because we never received a deduction. As well as for this week, we haven't received a deduction so you don't have active coverage for this week nor last, um, week. So, uh, as long as we receive a deduction, you will, but if we don't, then you won't have active coverage. Um, I do have to let you know that- Okay. ... by the fifth week that we don't receive a deduction specifically out of your paycheck, your coverage does get canceled out. Okay. I wasn't looking into that. So as long as they keep making a deduction and by five... If they don't make five, um, deductions- Okay. ... in a row, specifically out of your check, the plan does get canceled. Okay. Makes sense. And then you go into something called like COBRA Enrollment from there. That's like a different department, um, that would allow you to keep those plans. But I believe only your MEC and dental is under that, not term life. Um, so you do have coverage, but it, at the moment, it's not active 'cause we haven't received the deduction. Okay. Because I go to the dentist the 7th and I was trying to see. The 7th? Yes. Of March, you went? Or of April? No, I'm... No, um. Yeah, I go in April. April the 7th. Okay. So as long as we receive a deduction, um, then you should have active coverage. But like I said, I can't really tell you if you're gonna have it or not 'cause with weekly deductions from your paycheck, we can't really let you know future dates 'cause I- I don't know if we are gonna receive a deduction or not. Yeah. Okay. Mm-hmm. Well, I know... Well, I, I can... I understand the last two 'cause I know I didn't work, so- If I didn't work, there wasn't no money, but I did just work. So it should be. If not, then I guess that's on them. But yeah, I did work, so

it should be. So I would just call that week to see if your coverage is active. Um, I would call that date if, to be, if I'm honest with you, on the 7th to see if your coverage is active and if we received it. Because like I said, if we receive it then that week is gonna be high-highlighted green, but if we don't receive it, it's gonna be red and that means that your coverage isn't active for that week. Okay. So I would call, um, on the 7th to see- Okay. ... if we received the deduction from your staffing agency just to be sure before you go to your appointment and them not t- them tell you that you don't have active coverage. Okay. Thank you. Um- You're welcome. I will call back on the 7th. Take care. Thank you so much. 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, Stephanie. This is Ivory, and I was calling to see if I was activated yet.

Speaker speaker_0: Okay. Yeah. I can check that.

Speaker speaker_1: And that's it.

Speaker speaker_0: What staffing agency do you work for?

Speaker speaker_1: CareBuilders.

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

Speaker speaker_1: 4693.

Speaker speaker_0: And then your first and last name?

Speaker speaker_1: Ivory Stevenson.

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

Speaker speaker_1: 517 East Jacobs Street.

Speaker speaker_0: Mm-hmm. City and state?

Speaker speaker_1: Uh, Louisville, Kentucky, 40203. Sorry.

Speaker speaker_0: And then what was that date of birth?

Speaker speaker_1: 12/13/98.

Speaker speaker_0: I have 502-931-9960 as your phone number.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: I have stevensonsivory@yahoo.com. Is that up to date?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Let's see. Okay. So, your coverage is active. However, for this week, you're not, um, active for this week. So you do h- you do have active coverage, but for this week and last week, since we didn't receive a deduction, you don't have active coverage for those weeks.

Speaker speaker_1: But next week if we have a deduct- I'll be back active, or how does that work?

Speaker speaker_0: So, that depends. That depends on your staffing agency. If we did s- receive a deduction from them, then yes. If we don't, then you won't. So for you to have-

Speaker speaker_1: Okay.

Speaker speaker_0: ... active coverage, we do have to be receiving those deductions weekly from your staffing agency. If there's a week that we don't receive it, then that means you won't have active coverage. Like for last week, that's a good example. You were active the 10th, from the 10th to the 16th. But then from the 17th to the 23rd, which is last week, um, your coverage wasn't active because we never received a deduction. As well as for this week, we haven't received a deduction so you don't have active coverage for this week nor last, um, week. So, uh, as long as we receive a deduction, you will, but if we don't, then you won't have active coverage. Um, I do have to let you know that-

Speaker speaker_1: Okay.

Speaker speaker_0: ... by the fifth week that we don't receive a deduction specifically out of your paycheck, your coverage does get canceled out.

Speaker speaker_1: Okay. I wasn't looking into that.

Speaker speaker_0: So as long as they keep making a deduction and by five... If they don't make five, um, deductions-

Speaker speaker_1: Okay.

Speaker speaker_0: ... in a row, specifically out of your check, the plan does get canceled.

Speaker speaker_1: Okay. Makes sense.

Speaker speaker_0: And then you go into something called like COBRA Enrollment from there. That's like a different department, um, that would allow you to keep those plans. But I believe only your MEC and dental is under that, not term life. Um, so you do have coverage, but it, at the moment, it's not active 'cause we haven't received the deduction.

Speaker speaker_1: Okay. Because I go to the dentist the 7th and I was trying to see.

Speaker speaker_0: The 7th?

Speaker speaker_1: Yes.

Speaker speaker_0: Of March, you went? Or of April?

Speaker speaker_1: No, I'm... No, um. Yeah, I go in April. April the 7th.

Speaker speaker_0: Okay. So as long as we receive a deduction, um, then you should have active coverage. But like I said, I can't really tell you if you're gonna have it or not 'cause with weekly deductions from your paycheck, we can't really let you know future dates 'cause I- I don't know if we are gonna receive a deduction or not.

Speaker speaker_1: Yeah. Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Well, I know... Well, I, I can... I understand the last two 'cause I know I didn't work, so- If I didn't work, there wasn't no money, but I did just work. So it should be. If not, then I guess that's on them. But yeah, I did work, so it should be.

Speaker speaker_0: So I would just call that week to see if your coverage is active. Um, I would call that date if, to be, if I'm honest with you, on the 7th to see if your coverage is active and if we received it. Because like I said, if we receive it then that week is gonna be high-highlighted green, but if we don't receive it, it's gonna be red and that means that your coverage isn't active for that week.

Speaker speaker_1: Okay.

Speaker speaker_0: So I would call, um, on the 7th to see-

Speaker speaker_1: Okay.

Speaker speaker_0: ... if we received the deduction from your staffing agency just to be sure before you go to your appointment and them not t- them tell you that you don't have active coverage.

Speaker speaker_1: Okay. Thank you. Um-

Speaker speaker_0: You're welcome.

Speaker speaker_1: I will call back on the 7th. Take care. Thank you so much.

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

Speaker speaker_1: You too.