

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi, my name is Georgina Ireland, and, um, I had a question as to how I started this program to... 'cause I've never called you guys to set it up. Which program, ma'am? Uh, the Benefits in a Card. I work for ATC Healthcare. And I was told by them- So benefits is- I was told by them to contact you guys because, um, it's been coming out of my check, but I never called to sign up for Benefits in a Card. Okay. So, I do want to clarify, ma'am, Benefits in a Card is not something that you can sign up for or enroll in. It's the name of the company that you just called. We're the administrators for the health insurance of the staffing companies, ATC Healthcare included. I will have to take a look into your account to see where your enrollment came from. What are the last four of your Social? Uh, yeah, 3264. Please verify your mailing address and date of birth. 8503 Southwest Jessica Street, Number 1412, Wilsonville, Oregon 97070. And what was the other thing you asked for? Your date of birth. Uh, December 14th of '89. We have the best phone number to call, same as the one you called on, 808-492-3958. Yeah, yes, that's my phone number. All right, and lastly, I have your email down as your first initial period your last name, 7749 at gmail.com? Yes. Let's see. So, your benefits were court ordered. We received a court order. The notice was dated February 19, 2025, for you to provide benefits for yourself and a dependent child. Oh, okay, 'cause I didn't get no notification about that, so... I can provide you the phone number for the court as well as the case identifier number for you to call them in regards to it. Okay. But unfortunately, the court was the one that notified us. The court is the one that's supposed to notify you as well with the court-ordered- Okay. ... documents as well as the insurance themselves. We don't really partake any part of the notice process itself, if that makes sense. Um, I, y- yeah, that does make sense. Okay, so what I'm saying is- Uh- ... when we receive a court order, let's say for example, in your case, we're not the party that's supposed to notify you of us receiving that court order. Yeah. It's not part of our process- Yeah. ... legally. Yeah. I said I understand that. I just wanted to- Okay. ... get the information. Okay. Let me know when you're ready. Uh, I'm ready. The phone number is 866- Okay. ... 907- Okay. ... 2857. Oh, and then, does it say, uh, is that just like the, a certain court, or is it like just for Oregon? It says that it was Clackamas County. Okay. And then I have that case identifier number. It's 410- Okay. Mm-hmm. ... 000- Mm-hmm. ... 000. Okay. 446453. There should be seven zeros in total. Yes. All right. So you should be giving them a call for any further information regarding that specific court order issue. All right. Thank you so much. My pleasure. Have a great day. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, my name is Georgina Ireland, and, um, I had a question as to how I started this program to... 'cause I've never called you guys to set it up.

Speaker speaker_0: Which program, ma'am?

Speaker speaker_1: Uh, the Benefits in a Card. I work for ATC Healthcare. And I was told by them-

Speaker speaker_0: So benefits is-

Speaker speaker_1: I was told by them to contact you guys because, um, it's been coming out of my check, but I never called to sign up for Benefits in a Card.

Speaker speaker_0: Okay. So, I do want to clarify, ma'am, Benefits in a Card is not something that you can sign up for or enroll in. It's the name of the company that you just called. We're the administrators for the health insurance of the staffing companies, ATC Healthcare included. I will have to take a look into your account to see where your enrollment came from. What are the last four of your Social?

Speaker speaker_1: Uh, yeah, 3264.

Speaker speaker_0: Please verify your mailing address and date of birth.

Speaker speaker_1: 8503 Southwest Jessica Street, Number 1412, Wilsonville, Oregon 97070. And what was the other thing you asked for?

Speaker speaker_0: Your date of birth.

Speaker speaker_1: Uh, December 14th of '89.

Speaker speaker_0: We have the best phone number to call, same as the one you called on, 808-492-3958.

Speaker speaker_1: Yeah, yes, that's my phone number.

Speaker speaker_0: All right, and lastly, I have your email down as your first initial period your last name, 7749 at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Let's see. So, your benefits were court ordered. We received a court order. The notice was dated February 19, 2025, for you to provide benefits for yourself and a dependent child.

Speaker speaker_1: Oh, okay, 'cause I didn't get no notification about that, so...

Speaker speaker_0: I can provide you the phone number for the court as well as the case identifier number for you to call them in regards to it.

Speaker speaker_1: Okay.

Speaker speaker_0: But unfortunately, the court was the one that notified us. The court is the one that's supposed to notify you as well with the court-ordered-

Speaker speaker_1: Okay.

Speaker speaker_0: ... documents as well as the insurance themselves. We don't really partake any part of the notice process itself, if that makes sense.

Speaker speaker_1: Um, I, y- yeah, that does make sense.

Speaker speaker_0: Okay, so what I'm saying is-

Speaker speaker_1: Uh-

Speaker speaker_0: ... when we receive a court order, let's say for example, in your case, we're not the party that's supposed to notify you of us receiving that court order.

Speaker speaker_1: Yeah.

Speaker speaker_0: It's not part of our process-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... legally.

Speaker speaker_1: Yeah. I said I understand that. I just wanted to-

Speaker speaker_0: Okay.

Speaker speaker_1: ... get the information.

Speaker speaker_0: Okay. Let me know when you're ready.

Speaker speaker_1: Uh, I'm ready.

Speaker speaker_0: The phone number is 866-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 907-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 2857.

Speaker speaker_1: Oh, and then, does it say, uh, is that just like the, a certain court, or is it like just for Oregon?

Speaker speaker_0: It says that it was Clackamas County.

Speaker speaker_1: Okay.

Speaker speaker_0: And then I have that case identifier number. It's 410-

Speaker speaker_1: Okay. Mm-hmm.

Speaker speaker_0: ... 000-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 000.

Speaker speaker_1: Okay.

Speaker speaker_0: 446453. There should be seven zeros in total.

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So you should be giving them a call for any further information regarding that specific court order issue.

Speaker speaker_1: All right. Thank you so much.

Speaker speaker_0: My pleasure. Have a great day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye.