

Transcript: Francesca

Baez-4821749766471680-6267837773955072

Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hi, I'm calling because, um, I work through a temp service called Wagner, and I work for, um, Encore, which is IPL Plastics. And I've been here for maybe roughly around two months now and I never received my, um, medical card. Sure, let's take a look. What are the last four of the Social? 8327. And the last name? Render, R-E-N-D-E-R. Please verify the mailing address and date of birth. Um, 4227 Ashland Drive, Macon, Georgia 31206, and date of birth, 03/26/1986. We have the best number to reach you down as 810-308-5754. Um, no, I actually have a new number. I don't really know it by heart. Um, there's another number that you can reach me on that I do know by heart right now, which is 810-835-8411. All right, and then we have your email down as chariserender56@gmail.com. Yeah, but it's supposed to be Charise. Could you make sure they spelled it right? C-H-A-R-I-S-E? All right. So the reason why you have not received any benefit cards, ma'am, is because you declined coverage on the form that you filled out February 17, 2025. You declined their auto-enrollment and didn't request any enrollments afterwards. So you don't have any coverage. You were never enrolled into anything. Okay, because Wagner just sent me a text... Well, they sent me a text message after I started working and they... Basically all the text message said was, "You should be receiving your benefit card within, um, your next pay period, like two pay periods in." And I just never got the card. So when... So no one never told me that I had to fill out anything. No, Miss Render, you're misunderstanding. So if you had not filled out any enrollment form whatsoever, their system would have automatically enrolled you into a medical preventative plan. However, due to the fact that you did fill out a form where you declined said auto-enrollment, you were not enrolled into anything. As far as the text message goes, the reason why you still received it even though you declined benefits is because it's a system doing at a computer, not an actual human being. It doesn't have a way, unfortunately, to filter out of the contact list who declined, who enrolled, or who canceled that already. So it still sends out those text messages. So, um, I'm j- I'm not gonna receive, like, any benefits? Like, how does that work? Because no one ever told me that I had to fill out for anything. They just made it seem like you guys were gonna enroll me and send me a card. Okay. So currently with your specific situation, you'll have to wait till December, which will be when your company has their open enrollment period to be able to enroll into any coverage. Oh. Okay. Wow. All righty. Thank you. Of course. Have a great day and thank you for your time today.

Conversation Format

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

Speaker speaker_1: Hi, I'm calling because, um, I work through a temp service called Wagner, and I work for, um, Encore, which is IPL Plastics. And I've been here for maybe roughly around two months now and I never received my, um, medical card.

Speaker speaker_0: Sure, let's take a look. What are the last four of the Social?

Speaker speaker_1: 8327.

Speaker speaker_0: And the last name?

Speaker speaker_1: Render, R-E-N-D-E-R.

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

Speaker speaker_1: Um, 4227 Ashland Drive, Macon, Georgia 31206, and date of birth, 03/26/1986.

Speaker speaker_0: We have the best number to reach you down as 810-308-5754.

Speaker speaker_1: Um, no, I actually have a new number. I don't really know it by heart. Um, there's another number that you can reach me on that I do know by heart right now, which is 810-835-8411.

Speaker speaker_0: All right, and then we have your email down as chariserender56@gmail.com.

Speaker speaker_1: Yeah, but it's supposed to be Charise. Could you make sure they spelled it right? C-H-A-R-I-S-E?

Speaker speaker_0: All right. So the reason why you have not received any benefit cards, ma'am, is because you declined coverage on the form that you filled out February 17, 2025. You declined their auto-enrollment and didn't request any enrollments afterwards. So you don't have any coverage. You were never enrolled into anything.

Speaker speaker_1: Okay, because Wagner just sent me a text... Well, they sent me a text message after I started working and they... Basically all the text message said was, "You should be receiving your benefit card within, um, your next pay period, like two pay periods in." And I just never got the card. So when... So no one never told me that I had to fill out anything.

Speaker speaker_0: No, Miss Render, you're misunderstanding. So if you had not filled out any enrollment form whatsoever, their system would have automatically enrolled you into a medical preventative plan. However, due to the fact that you did fill out a form where you declined said auto-enrollment, you were not enrolled into anything. As far as the text message goes, the reason why you still received it even though you declined benefits is because it's a system doing at a computer, not an actual human being. It doesn't have a way, unfortunately, to filter out of the contact list who declined, who enrolled, or who canceled that already. So it still sends out those text messages.

Speaker speaker_1: So, um, I'm j- I'm not gonna receive, like, any benefits? Like, how does that work? Because no one ever told me that I had to fill out for anything. They just made it seem like you guys were gonna enroll me and send me a card.

Speaker speaker_0: Okay. So currently with your specific situation, you'll have to wait till December, which will be when your company has their open enrollment period to be able to enroll into any coverage.

Speaker speaker_1: Oh. Okay. Wow. All righty. Thank you.

Speaker speaker_0: Of course. Have a great day and thank you for your time today.