

Transcript: Francesca

Baez-5005186655109120-4795489171849216

Full Transcript

Thank you for calling Benefits in Accra. My name is Francesca. How can I assist you today? Um, yes, my name is Rodney Yocum, and I have your, uh, benefits through Innovative Staff Solutions. Okay. And I just, uh, was wondering wha- uh, if you guys knew when, uh, your insurance cards came out in the mail? Sure thing. I can take a look. I do have to clarify, we don't own the benefit. It's not our coverage. You have coverage through your staffing company, but a different carrier owns the plan. We don't have any rights to them. We only administer the benefits. All right. I'll have to take a look and see when your policy became effective 'cause usually during your week of activation, Friday of the activation week, is when the carriers send out their benefit cards. And roughly they take about three or four weeks to get to you after a week of activation. But I do have to see which plan you have 'cause there's about two or three medical plans that let me do a digital card- Okay. ... depending on the carrier. So we'll have to take a look to see which ones you're currently enrolled into, okay? All right. That's fine. What are the last four of your Social and the last name, one more time? Yocum, Y-O-C-U-M, and 3870 is the last four of the Social. First name Rodney? Yep. Could you verify your mailing address and date of birth to make sure I located the right account for me, please? 818 West Lyndale Street, West Frankfort, Illinois. And what was the other one, verification? The date of birth. 11/18/92. I have the best contact down as 618-218-1049, same as the one that you called on. Yep. And lastly, I have your email down as your first and last name, numbers 274 at gmail.com? Yep. Correct. Let's see. Okay. So currently, your policy's still not active. We're waiting for your staffing company to make the first adoption and send it over. When you see that first adoption following Monday is gonna be when that policy becomes effective. Okay. And then from your current plans, you're going to be receiving three physical cards, which will be the dental division and the medical preventative MEC standalone. However, your Insurplus Enhance, that one is one of those medical plans that only has a digital card. So they're usually sent to the email we have on file Friday of the activation week. But if you did want a hard plastic copy sent to you, once you become active, you will stay closer so we can put in the mail request so that they can send you a physical card as well. Okay. Okay. I'll keep that in mind. Thank you. Of course. Was there anything else we can assist you with today? No, I just, uh, read my pay stub yesterday and seen that they were taking the medical coverage out and was just curious on when I got the cards in. So you saw it on this week, the 5345? Yeah. Okay, so that means that next week is when you're going to be active. Okay. We usually receive the payments from the staffing company Monday, Tuesdays or Wednesdays, 'cause we don't have access to the paycheck, only the staffing companies do, so they send them payments over to us. All right. So if you like, you can give us a call. I will recommend Wednesday, Thursday of next week, 'cause usually after- All right. ... Wednesday is when we have access to the digital copies of the card. That way if

you wanted to have some digital copies while you wait for the hard ones to get to the home, we can send them to you, and you can also ask for the hard copy of the Insurplus Enhance card if you want. Okay. That, that sounds perfect. Thank you. Of course. My pleasure. We're gonna be open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. Okay. Was there anything else we can assist you with today? No, ma'am. Thank you much. It was a pleasure. Have a great day. You too.

Conversation Format

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

Speaker speaker_1: Um, yes, my name is Rodney Yocum, and I have your, uh, benefits through Innovative Staff Solutions.

Speaker speaker_0: Okay.

Speaker speaker_1: And I just, uh, was wondering wha- uh, if you guys knew when, uh, your insurance cards came out in the mail?

Speaker speaker_0: Sure thing. I can take a look. I do have to clarify, we don't own the benefit. It's not our coverage. You have coverage through your staffing company, but a different carrier owns the plan. We don't have any rights to them. We only administer the benefits.

Speaker speaker_1: All right.

Speaker speaker_0: I'll have to take a look and see when your policy became effective 'cause usually during your week of activation, Friday of the activation week, is when the carriers send out their benefit cards. And roughly they take about three or four weeks to get to you after a week of activation. But I do have to see which plan you have 'cause there's about two or three medical plans that let me do a digital card-

Speaker speaker_1: Okay.

Speaker speaker_0: ... depending on the carrier. So we'll have to take a look to see which ones you're currently enrolled into, okay?

Speaker speaker_1: All right. That's fine.

Speaker speaker_0: What are the last four of your Social and the last name, one more time?

Speaker speaker_1: Yocum, Y-O-C-U-M, and 3870 is the last four of the Social.

Speaker speaker_0: First name Rodney?

Speaker speaker_1: Yep.

Speaker speaker_0: Could you verify your mailing address and date of birth to make sure I located the right account for me, please?

Speaker speaker_1: 818 West Lyndale Street, West Frankfort, Illinois. And what was the other one, verification?

Speaker speaker_0: The date of birth.

Speaker speaker_1: 11/18/92.

Speaker speaker_0: I have the best contact down as 618-218-1049, same as the one that you called on.

Speaker speaker_1: Yep.

Speaker speaker_0: And lastly, I have your email down as your first and last name, numbers 274 at gmail.com?

Speaker speaker_1: Yep. Correct.

Speaker speaker_0: Let's see. Okay. So currently, your policy's still not active. We're waiting for your staffing company to make the first adoption and send it over. When you see that first adoption following Monday is gonna be when that policy becomes effective.

Speaker speaker_1: Okay.

Speaker speaker_0: And then from your current plans, you're going to be receiving three physical cards, which will be the dental division and the medical preventative MEC standalone. However, your Insurplus Enhance, that one is one of those medical plans that only has a digital card. So they're usually sent to the email we have on file Friday of the activation week. But if you did want a hard plastic copy sent to you, once you become active, you will stay closer so we can put in the mail request so that they can send you a physical card as well.

Speaker speaker_1: Okay. Okay. I'll keep that in mind. Thank you.

Speaker speaker_0: Of course. Was there anything else we can assist you with today?

Speaker speaker_1: No, I just, uh, read my pay stub yesterday and seen that they were taking the medical coverage out and was just curious on when I got the cards in.

Speaker speaker_0: So you saw it on this week, the 5345?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, so that means that next week is when you're going to be active.

Speaker speaker_1: Okay.

Speaker speaker_0: We usually receive the payments from the staffing company Monday, Tuesdays or Wednesdays, 'cause we don't have access to the paycheck, only the staffing companies do, so they send them payments over to us.

Speaker speaker_1: All right.

Speaker speaker_0: So if you like, you can give us a call. I will recommend Wednesday, Thursday of next week, 'cause usually after-

Speaker speaker_1: All right.

Speaker speaker_0: ... Wednesday is when we have access to the digital copies of the card. That way if you wanted to have some digital copies while you wait for the hard ones to get to the home, we can send them to you, and you can also ask for the hard copy of the Insurplus Enhance card if you want.

Speaker speaker_1: Okay. That, that sounds perfect. Thank you.

Speaker speaker_0: Of course. My pleasure. We're gonna be open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time.

Speaker speaker_1: Okay.

Speaker speaker_0: Was there anything else we can assist you with today?

Speaker speaker_1: No, ma'am. Thank you much.

Speaker speaker_0: It was a pleasure. Have a great day.

Speaker speaker_1: You too.