

## **Transcript: Francesca**

**Baez-5244191570444288-5717732518576128**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yes, hello, good morning, ma'am. Um, I would like to ask a few questions please, if you don't mind. Sure thing, ma'am. In regards to what staffing company coverage would the questions be? Um, the question I would like to ask, I registered for the Staff Pro insurance program, and I would like to know when does that insurance start? Do I have to go see the doctor? Would the insurance... Does the insurance itself provide their own doctor or does it matter what doctor I go to? That's what I want to find out. So we'll have to take a look into your specific staffing po-policy. You say you're with American Staff Corp, correct? I'm with Staff Pro. Let me see. Let me see exactly what it say. It just states Staff Pro Workforce Solutions. Staff Pro, there we go. Okay. May I have the last four of your Social? Oh, Jesus Lord. Give me a minute, give me a minute, give me a minute. Okay. Uh, um, where is this? I have to stop memorizing that Um, 4362. And what is your last name? Julia, J-U-L-I-A. I'm going to need to make sure that I have the right account. Could you verify your mailing address and date of birth? Um, 5640... No, I don't know what they have on there. I have a PO box on it. So it is not a PO box, it is a home address that I have on file. Okay. I got, I got my own address up here on it. 5641 Northwest 28th Street, Lauderhill, Florida 33313. The 18th- And is- ... of April 1981. All right, and then I have desktop number 754-235-8540. Oh, I no longer have that number no more. All right. What would be the best number to reach you if needed? 954-799-1644. Okay. So I do see here the policy you submitted on January 2nd. Mm-hmm. It does take one to two weeks following your activation, I mean, your processing day for the activation. Mm-hmm. Mm-hmm. So last week, it was one week, so it should be either the week of Monday 20th or the week of Monday 27th that your policy becomes active. If you see the deduction- Okay. ... on this week's paycheck, that will mean next Monday is going to be effective, but if you see it on the next week's paycheck, that will mean it will be affected on the 27th. Okay. So would that policy, when I go... want to go to see a medical doctor, do you guys provide a doctor that I need to go see, or it doesn't matter which doctor I go to? No, with all of the plans that you selected, it does not matter which plan you go, I mean, which provider you go to, as long as they do take your carrier. Okay. So you guys will be mailing me, uh, my insurance card or something? We won't be. It will be your carriers. Um, I did want to speak with you in regards to that. Could you provide me a better address or the correct address, because- You know, uh, you know what? ... as of right now- Let me let you, um... Would you be able to pro- um, would you be able to put on that form for me a PO box? So it wouldn't be on a form, I would just be updating your demographic information and asking the front office to forward that information to the carriers. What would be the best mailing address for them to send that to? PO Box 190002, Lauderhill, Florida 33319. All right. PO Box 19- Is 19- Yes, ma'am, PO Bo- Give me a

minute, baby. Sorry, give me a minute. It's 1930, it's on the 2, right? Uh-huh. Okay. Yeah, that's right. 19... Go ahead, baby. I'm sorry. Just was trying to confirm the PO box. Yes, ma'am, that's the one that I have here. So aside from updating your address, was there anything else in that plan information that we can- No. ... assist you with? No, that's all I wanted to know, because I needed to go see the doctor, so I just w- wanted to know. Understood. Have a wonderful rest of your day. Thank you for calling Benefits in a Card. Okay, bye-bye. Thank you.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Yes, hello, good morning, ma'am. Um, I would like to ask a few questions please, if you don't mind.

Speaker speaker\_1: Sure thing, ma'am. In regards to what staffing company coverage would the questions be?

Speaker speaker\_2: Um, the question I would like to ask, I registered for the Staff Pro insurance program, and I would like to know when does that insurance start? Do I have to go see the doctor? Would the insurance... Does the insurance itself provide their own doctor or does it matter what doctor I go to? That's what I want to find out.

Speaker speaker\_1: So we'll have to take a look into your specific staffing po-policy. You say you're with American Staff Corp, correct?

Speaker speaker\_2: I'm with Staff Pro. Let me see. Let me see exactly what it say. It just states Staff Pro Workforce Solutions.

Speaker speaker\_1: Staff Pro, there we go. Okay. May I have the last four of your Social?

Speaker speaker\_2: Oh, Jesus Lord. Give me a minute, give me a minute, give me a minute.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Uh, um, where is this? I have to stop memorizing that Um, 4362.

Speaker speaker\_1: And what is your last name?

Speaker speaker\_2: Julia, J-U-L-I-A.

Speaker speaker\_1: I'm going to need to make sure that I have the right account. Could you verify your mailing address and date of birth?

Speaker speaker\_2: Um, 5640... No, I don't know what they have on there. I have a PO box on it.

Speaker speaker\_1: So it is not a PO box, it is a home address that I have on file.

Speaker speaker\_2: Okay. I got, I got my own address up here on it. 5641 Northwest 28th Street, Lauderhill, Florida 33313. The 18th-

Speaker speaker\_1: And is-

Speaker speaker\_2: ... of April 1981.

Speaker speaker\_1: All right, and then I have desktop number 754-235-8540.

Speaker speaker\_2: Oh, I no longer have that number no more.

Speaker speaker\_1: All right. What would be the best number to reach you if needed?

Speaker speaker\_2: 954-799-1644.

Speaker speaker\_1: Okay. So I do see here the policy you submitted on January 2nd.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: It does take one to two weeks following your activation, I mean, your processing day for the activation.

Speaker speaker\_2: Mm-hmm. Mm-hmm.

Speaker speaker\_1: So last week, it was one week, so it should be either the week of Monday 20th or the week of Monday 27th that your policy becomes active. If you see the deduction-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... on this week's paycheck, that will mean next Monday is going to be effective, but if you see it on the next week's paycheck, that will mean it will be affected on the 27th.

Speaker speaker\_2: Okay. So would that policy, when I go... want to go to see a medical doctor, do you guys provide a doctor that I need to go see, or it doesn't matter which doctor I go to?

Speaker speaker\_1: No, with all of the plans that you selected, it does not matter which plan you go, I mean, which provider you go to, as long as they do take your carrier.

Speaker speaker\_2: Okay. So you guys will be mailing me, uh, my insurance card or something?

Speaker speaker\_1: We won't be. It will be your carriers. Um, I did want to speak with you in regards to that. Could you provide me a better address or the correct address, because-

Speaker speaker\_2: You know, uh, you know what?

Speaker speaker\_1: ... as of right now-

Speaker speaker\_2: Let me let you, um... Would you be able to pro- um, would you be able to put on that form for me a PO box?

Speaker speaker\_1: So it wouldn't be on a form, I would just be updating your demographic information and asking the front office to forward that information to the carriers. What would be the best mailing address for them to send that to?

Speaker speaker\_2: PO Box 190002, Lauderhill, Florida 33319.

Speaker speaker\_1: All right. PO Box 19-

Speaker speaker\_2: Is 19-

Speaker speaker\_1: Yes, ma'am, PO Bo-

Speaker speaker\_2: Give me a minute, baby. Sorry, give me a minute. It's 1930, it's on the 2, right?

Speaker speaker\_1: Uh-huh.

Speaker speaker\_2: Okay. Yeah, that's right. 19... Go ahead, baby. I'm sorry. Just was trying to confirm the PO box.

Speaker speaker\_1: Yes, ma'am, that's the one that I have here. So aside from updating your address, was there anything else in that plan information that we can-

Speaker speaker\_2: No.

Speaker speaker\_1: ... assist you with?

Speaker speaker\_2: No, that's all I wanted to know, because I needed to go see the doctor, so I just w- wanted to know.

Speaker speaker\_1: Understood. Have a wonderful rest of your day. Thank you for calling Benefits in a Card.

Speaker speaker\_2: Okay, bye-bye. Thank you.