

Transcript: Francesca

Baez-5406372349132800-5662083024994304

Full Transcript

This is from Benefits and Accords. My name is Francesca. How can I assist you today? Hey there, my name is Xavier Nichols. Um, I was calling to go ahead and enroll in my, uh, Benefits and Accords. Benefits and Accords is the name of the company you're calling the administrators of our coverage, so we'll just be enrolling you to your insurance with your staffing company. What staffing company do you work with? On Track Staffing. What are the last four of the social and the last name? 5051, last name Nichols. Please verify your mailing address and date of birth to make sure we're in the right account. 17878 Preston Road, Dallas, Texas 75252-32597. We show the best phone number to reach you down as 318-840-4806? Right. We have your email down as letter ynick6828... 3@gmail.com? Ynick6823 at gmail, uh-huh. And I, and I actually want to, uh, have the benefits card sent to an alternate address, please. So unfortunately, you can only have one mailing address with your insurance. We're not able to send benefit cards to different addresses. There will just be the one that we found. Oh, okay. Well, I guess I could just change the address on file then? What's the first thing... I mean, what address would you like to have down? Uh, put 2435, the letter M as in Mary, E as in echo, C as in cat, O as in octopus, M as in Mary Drive, Shreveport, Louisiana. Would you like me to spell Shreveport? Oh, no, sir. That's okay. And what is the zip code? 71104. And there is no unit or apartment number? This is a home address, correct? Yes, it's a home address. Okay, so the address itself has been updated. Mm-hmm. Um, now as far as the enrollment goes, we did receive a form that you had filled out January 17, 2025 for dental and vision employee only. Was that the enrollment you were trying to process today with us? Uh, yes. Okay. So it's already processed into the system. The only thing missing is for your staffing company system to process it in order for them to start making your deductions. And then when you see the first deduction, which will be a total of \$5.78 for those two plans, following Monday, coverage will be effective. In that same week of activation, Friday will be when the carrier send out those benefit cards, which could take three to four weeks after that Friday. Um, I do understand that's a long time to wait for your benefit cards. So the other option that you have while you wait is after Wednesday during your activation week, you can give us a call 'cause usually Wednesday, Thursday is when we have access to the digital copies of those benefit cards in the event that you do need one while you wait for the hard copies to get to you. Okay. So, uh... Okay, so when it, when it says, uh, when you guys fix it, um, I have 30 days to enroll, uh, it's not going to affect it and no type of way? No, sir, 'cause your enrollment itself, we received it... Let me see when it was. We received it the 20th of January. Um, so since that time, it has been processed into the system as of February 11th. So right now the only system that is waiting for that enrollment to process through is on your staffing company's one. So basically when the, um, when the payment gets took out, then call you guys a couple days later? So specifically speaking, if you want to call us back for

those benefit cards, it will be Wednesday of your activation week 'cause otherwise, Monday, Tuesday... Monday itself will be when your staffing coming... Yes, when your staffing company sends the payment to your carrier. Once the carrier receives it, that will be when they start creating your policy number, creating your benefit cards and putting all of your information into their system. We don't have access to those benefit cards right away. That's why I was suggesting Wednesday, Thursday of the activation week to call back to get the digital copy of the benefit cards. If you need it sooner than Wednesday, Thursday, you're still gonna have a 24 to 48 hour wait while the front office tries to get those digital copies. Okay then. That's no problem. All right then. Thank you. Of course. Was there anything else aside from that that we can assist you with today? Uh, no, ma'am. That'll be it. Understood. Hope you have a wonderful rest of your day, and thank you for your time today. Okay, you too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: This is from Benefits and Accords. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hey there, my name is Xavier Nichols. Um, I was calling to go ahead and enroll in my, uh, Benefits and Accords.

Speaker speaker_0: Benefits and Accords is the name of the company you're calling the administrators of our coverage, so we'll just be enrolling you to your insurance with your staffing company. What staffing company do you work with?

Speaker speaker_1: On Track Staffing.

Speaker speaker_0: What are the last four of the social and the last name?

Speaker speaker_1: 5051, last name Nichols.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure we're in the right account.

Speaker speaker_1: 17878 Preston Road, Dallas, Texas 75252-32597.

Speaker speaker_0: We show the best phone number to reach you down as 318-840-4806?

Speaker speaker_1: Right.

Speaker speaker_0: We have your email down as letter ynick6828... 3@gmail.com?

Speaker speaker_1: Ynick6823 at gmail, uh-huh. And I, and I actually want to, uh, have the benefits card sent to an alternate address, please.

Speaker speaker_0: So unfortunately, you can only have one mailing address with your insurance. We're not able to send benefit cards to different addresses. There will just be the one that we found.

Speaker speaker_1: Oh, okay. Well, I guess I could just change the address on file then?

Speaker speaker_0: What's the first thing... I mean, what address would you like to have down?

Speaker speaker_1: Uh, put 2435, the letter M as in Mary, E as in echo, C as in cat, O as in octopus, M as in Mary Drive, Shreveport, Louisiana. Would you like me to spell Shreveport?

Speaker speaker_0: Oh, no, sir. That's okay. And what is the zip code?

Speaker speaker_1: 71104.

Speaker speaker_0: And there is no unit or apartment number? This is a home address, correct?

Speaker speaker_1: Yes, it's a home address.

Speaker speaker_0: Okay, so the address itself has been updated.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, now as far as the enrollment goes, we did receive a form that you had filled out January 17, 2025 for dental and vision employee only. Was that the enrollment you were trying to process today with us?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: Okay. So it's already processed into the system. The only thing missing is for your staffing company system to process it in order for them to start making your deductions. And then when you see the first deduction, which will be a total of \$5.78 for those two plans, following Monday, coverage will be effective. In that same week of activation, Friday will be when the carrier send out those benefit cards, which could take three to four weeks after that Friday. Um, I do understand that's a long time to wait for your benefit cards. So the other option that you have while you wait is after Wednesday during your activation week, you can give us a call 'cause usually Wednesday, Thursday is when we have access to the digital copies of those benefit cards in the event that you do need one while you wait for the hard copies to get to you.

Speaker speaker_1: Okay. So, uh... Okay, so when it, when it says, uh, when you guys fix it, um, I have 30 days to enroll, uh, it's not going to affect it and no type of way?

Speaker speaker_0: No, sir, 'cause your enrollment itself, we received it... Let me see when it was. We received it the 20th of January. Um, so since that time, it has been processed into the system as of February 11th. So right now the only system that is waiting for that enrollment to process through is on your staffing company's one.

Speaker speaker_1: So basically when the, um, when the payment gets took out, then call you guys a couple days later?

Speaker speaker_0: So specifically speaking, if you want to call us back for those benefit cards, it will be Wednesday of your activation week 'cause otherwise, Monday, Tuesday...

Monday itself will be when your staffing coming... Yes, when your staffing company sends the payment to your carrier. Once the carrier receives it, that will be when they start creating your policy number, creating your benefit cards and putting all of your information into their system. We don't have access to those benefit cards right away. That's why I was suggesting Wednesday, Thursday of the activation week to call back to get the digital copy of the benefit cards. If you need it sooner than Wednesday, Thursday, you're still gonna have a 24 to 48 hour wait while the front office tries to get those digital copies.

Speaker speaker_1: Okay then. That's no problem. All right then. Thank you.

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

Speaker speaker_1: Uh, no, ma'am. That'll be it.

Speaker speaker_0: Understood. Hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_1: Okay, you too.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: Bye-bye.