

Transcript: Francesca

Baez-5429590152626176-5519692996460544

Full Transcript

Thank you for calling Benefits 10-09. My name is Francesca. How can I assist you today? Hello. Um, I was calling for myself because I didn't get anything from insurance. What staffing company do you work with? Um, Rockline, WorkSource. Okay. WorkSource. Yeah. Thank you. What is the last four of your Social? It's 5970. Please verify the mailing address and date of birth to make sure I have the right account in front of me. Yes. My address is 476 Ross Creek Road, Waldron, Arkansas 72958. And, uh, what was the other one? Date of birth. Date of birth. Uh, June 29, 1992. We have the best contact, same as the one that you called on, which would be phone number 209-557-7840. Yeah. That's this one. And we have your email down as first name underscore last name@yum.com. Yes. I tried making it up online but it's, asked me for 10 something like, uh... So you actually already enrolled, sir. Currently your policy is awaiting activation. We received the form that you filled out last year, November 26th. It had the selection of vision with the medical BIP standard and dental, which would be- Oh. ... \$21.36 per paycheck. Um, currently, the only thing holding it back is just that activation payment that hasn't been received yet. Oh, man. Uh, is there any way... Is there any, like, app I can go into it and check it out and pay it or? No, sir. Unfortunately, you can't make a payment out of pocket to activate your policy. Your staffing company has to make that deduction from your paycheck before you receive it. Oh, okay. So... I mean, I think they did already though, for my first check. If you saw it... If you saw it this week, then it won't be received to us till next week. Um, however- Oh. ... we have not received any payment as of yet. So I should call the WorkSource then? Um, quite honestly, no, Mr. Sosa. That is something that the system is the one that takes care of. Even with calling them, it won't expedite it. You can if you want to- All right. ... but to our understanding, calling the staffing company isn't going to expedite that deduction being made. Oh, all righty. So I should just give it some time then? Mm, yes, sir. Did you see any deductions on the paycheck you got this week that were out of the normal? Um, no, but the first check I got, they pulled, like, 150 or something like that. Okay. I was, like, just looking into it, um, but it wouldn't be for this policy 'cause your staffing company itself, they do offer free vision with any enrollment. So the only thing- Yeah. ... that you will be being deducted for will be that dental and medical, which totally comes out to be \$21.36 per paycheck. Oh, man. Okay. That's my bad. That's okay. Um, was there anything else aside from checking to see if you were active that we can assist you with today? Uh, so I do have another question. Um... Mm-hmm. How... Like, if I want to go get glasses or go to the dentist, like, do I get a card or something? Or, like, how do I tell them my insurance? Yes, sir. So, okay. So once you become active and you see that first deduction on the paycheck following Monday of your deduction is when your activation will be. And then that week itself of activation, Friday, will be when your carriers are gonna send out your benefit cards. You're supposed to get a total of two benefit cards. The medical one, they only send it digitally to

your email, but you can give us a call during your- Oh, okay. ... activation week to get a digital copy. Now, specifically speaking- Oh, no, I didn't. I didn't. Is there, like... There's an app, right, for it? No, sir. So once again, I'm saying that when you are active, not now- Oh. All right. ... because without activation, they haven't even made a policy number. Oh, all right. When you are active, you can give us a call and we can see if we have access to digital copies of your benefit cards while you wait for the hard copies to get to you. Oh, okay. All right. Awesome. Thank you so much. Of course. Was there anything else that we can assist you with today? Um, no, that was it. Just, I was just wondering. Sure, and then- Just actually... Yeah, I just started working. And then I think you're... I did a great job. It might be that, 'cause to be honest, when you do process an enrollment in general without it being like a form that we get way before ahead than when the member himself starts working, they usually- Mm-hmm. ... take one to two weeks for them to start making the deductions. So if you just started working, it might be that it's gonna take that one to two weeks for their system to process- Mm-hmm. ... that enrollment and make the deduction maybe. Oh, okay. Yeah, 'cause the thing- Yeah, 'cause this is like the second... my second week only. Mm-hmm. 'Cause the thing is, another thing that really makes it where we don't have a lot of information as far as that deduction goes is the fact that we don't have access to that paycheck. Yeah. Since we're just an account administrator. Only they do. Yeah, the WorkSource. Yeah. And then I was gonna say- All right. ... Mr. Sosa, none of your plans have a network requirement. What they do is do have network c- companies that can assist you in locating providers near your area. Um, so to answer that question as far as how you will go on using the vision benefit and who will be accepting it, I'm gonna send you an email- Okay. ... with the provider's website and phone number that you can take a look into while you wait for that to become active. Okay. Awesome. Thank you. Of course. Was there anything else that we can assist you with today? Um, no, I think y- you answered all my questions. My pleasure. Have a great day. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-09. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hello. Um, I was calling for myself because I didn't get anything from insurance.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Um, Rockline, WorkSource.

Speaker speaker_0: Okay. WorkSource.

Speaker speaker_1: Yeah. Thank you.

Speaker speaker_0: What is the last four of your Social?

Speaker speaker_1: It's 5970.

Speaker speaker_0: Please verify the mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: Yes. My address is 476 Ross Creek Road, Waldron, Arkansas 72958. And, uh, what was the other one?

Speaker speaker_0: Date of birth.

Speaker speaker_1: Date of birth. Uh, June 29, 1992.

Speaker speaker_0: We have the best contact, same as the one that you called on, which would be phone number 209-557-7840.

Speaker speaker_1: Yeah. That's this one.

Speaker speaker_0: And we have your email down as first name underscore last name@yum.com.

Speaker speaker_1: Yes. I tried making it up online but it's, asked me for 10 something like, uh...

Speaker speaker_0: So you actually already enrolled, sir. Currently your policy is awaiting activation. We received the form that you filled out last year, November 26th. It had the selection of vision with the medical BIP standard and dental, which would be-

Speaker speaker_1: Oh.

Speaker speaker_0: ... \$21.36 per paycheck. Um, currently, the only thing holding it back is just that activation payment that hasn't been received yet.

Speaker speaker_1: Oh, man. Uh, is there any way... Is there any, like, app I can go into it and check it out and pay it or?

Speaker speaker_0: No, sir. Unfortunately, you can't make a payment out of pocket to activate your policy. Your staffing company has to make that deduction from your paycheck before you receive it.

Speaker speaker_1: Oh, okay. So... I mean, I think they did already though, for my first check.

Speaker speaker_0: If you saw it... If you saw it this week, then it won't be received to us till next week. Um, however-

Speaker speaker_1: Oh.

Speaker speaker_0: ... we have not received any payment as of yet.

Speaker speaker_1: So I should call the WorkSource then?

Speaker speaker_0: Um, quite honestly, no, Mr. Sosa. That is something that the system is the one that takes care of. Even with calling them, it won't expedite it. You can if you want to-

Speaker speaker_1: All right.

Speaker speaker_0: ... but to our understanding, calling the staffing company isn't going to expedite that deduction being made.

Speaker speaker_1: Oh, all righty. So I should just give it some time then?

Speaker speaker_0: Mm, yes, sir. Did you see any deductions on the paycheck you got this week that were out of the normal?

Speaker speaker_1: Um, no, but the first check I got, they pulled, like, 150 or something like that.

Speaker speaker_0: Okay. I was, like, just looking into it, um, but it wouldn't be for this policy 'cause your staffing company itself, they do offer free vision with any enrollment. So the only thing-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... that you will be being deducted for will be that dental and medical, which totally comes out to be \$21.36 per paycheck.

Speaker speaker_1: Oh, man. Okay. That's my bad.

Speaker speaker_0: That's okay. Um, was there anything else aside from checking to see if you were active that we can assist you with today?

Speaker speaker_1: Uh, so I do have another question. Um...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: How... Like, if I want to go get glasses or go to the dentist, like, do I get a card or something? Or, like, how do I tell them my insurance?

Speaker speaker_0: Yes, sir. So, okay. So once you become active and you see that first deduction on the paycheck following Monday of your deduction is when your activation will be. And then that week itself of activation, Friday, will be when your carriers are gonna send out your benefit cards. You're supposed to get a total of two benefit cards. The medical one, they only send it digitally to your email, but you can give us a call during your-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... activation week to get a digital copy. Now, specifically speaking-

Speaker speaker_1: Oh, no, I didn't. I didn't. Is there, like... There's an app, right, for it?

Speaker speaker_0: No, sir. So once again, I'm saying that when you are active, not now-

Speaker speaker_1: Oh. All right.

Speaker speaker_0: ... because without activation, they haven't even made a policy number.

Speaker speaker_1: Oh, all right.

Speaker speaker_0: When you are active, you can give us a call and we can see if we have access to digital copies of your benefit cards while you wait for the hard copies to get to you.

Speaker speaker_1: Oh, okay. All right. Awesome. Thank you so much.

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

Speaker speaker_1: Um, no, that was it. Just, I was just wondering.

Speaker speaker_0: Sure, and then-

Speaker speaker_1: Just actually... Yeah, I just started working.

Speaker speaker_0: And then I think you're...

Speaker speaker_1: I did a great job.

Speaker speaker_0: It might be that, 'cause to be honest, when you do process an enrollment in general without it being like a form that we get way before ahead than when the member himself starts working, they usually-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... take one to two weeks for them to start making the deductions. So if you just started working, it might be that it're gonna take that one to two weeks for their system to process-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... that enrollment and make the deduction maybe.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Yeah, 'cause the thing-

Speaker speaker_1: Yeah, 'cause this is like the second... my second week only.

Speaker speaker_0: Mm-hmm. 'Cause the thing is, another thing that really makes it where we don't have a lot of information as far as that deduction goes is the fact that we don't have access to that paycheck.

Speaker speaker_1: Yeah.

Speaker speaker_0: Since we're just an account administrator. Only they do.

Speaker speaker_1: Yeah, the WorkSource. Yeah.

Speaker speaker_0: And then I was gonna say-

Speaker speaker_1: All right.

Speaker speaker_0: ... Mr. Sosa, none of your plans have a network requirement. What they do is do have network c- companies that can assist you in locating providers near your area. Um, so to answer that question as far as how you will go on using the vision benefit and who will be accepting it, I'm gonna send you an email-

Speaker speaker_1: Okay.

Speaker speaker_0: ... with the provider's website and phone number that you can take a look into while you wait for that to become active.

Speaker speaker_1: Okay. Awesome. Thank you.

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

Speaker speaker_1: Um, no, I think y- you answered all my questions.

Speaker speaker_0: My pleasure. Have a great day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Bye-bye.