

Transcript: Francesca

Baez-5451128284069888-5989862943440896

Full Transcript

Your call will be monitored- This Kevin. ... or recorded for quality assurance purposes. Hello? Good afternoon. Yes, hello, Mr. Kevin. My name is Francesca with benefits in our car. Uh-huh. Um, we're the administrators for the medical insurance that Terra Staffing offers. We were- Yes. ... giving you a call back in regards to a text message where you said it wasn't letting you in hold. Oh. Yeah, so I tried logging in and, uh, it said I wasn't authorized or something. But also when I go into the Terra Staffing app, uh, I can't make any changes. Can I just tell you right now that I just want to keep whatever I have? So if you want to keep whatever you have, you actually don't have to worry about making any change then. The system would automatically just roll it over. Oh, okay. Yes, and- And then, um, my other question is, uh, uh, does it show on there like what kind of benefits I have, like what I can use and where I need to go for doctors and stuff like that? Let's take a look because I don't have your account pulled up. What are the last four of the social? 4899. And very briefly, can you verify date of birth and address? It's 8/11/82, and the address is 5807 Northeast 132nd Street, Vancouver, Washington 98686. Okay. So this is the right account? Mm-hmm. Okay, so the current benefits that you have, they don't have any network restrictions. Good. They do have a network provider. What I'm going to do is send you their phone number and website so that you can visit each of those to see what providers in your area take your insurance hopefully. Okay. Yeah, because I just lost my primary care doctor again. Yeah. Uh, but, um, I'm also in the middle of trying to get the full-time job from the temp agency, so I'm kind of like stuck in the middle. Understood. And then I also did want to let you know, as of December 9th, the system already processed a rollover. So your same benefits are going to be rolled over for next year policy. Okay, so if, uh... How long, how long is the insurance good for once I make payments on it? Because like it comes out- So the- ... of my check, right? Mm-hmm. So the benefit amount, I mean, the benefit period is per week, weekly. So if at some point you stop working with Terra Staffing, you'll be able to make four payments in total out of pocket. And it's always, coverage starts Mondays and ends on, um, Sunday. So let's say for example, if for some reason you were unable to call in Monday, Tuesday to make the payment and you call in Wednesday, it will still be Monday through for Sunday. We're unable- Okay. ... to take future payments though. Okay. So it's only weekly, it's not like out a whole month or a year? Yes, sir. Okay. Awesome. Okay, yeah, just, uh, send me that information and I'll look it up. All right. It's going to be labeled as network provider information, and it will be from info@benefitsinacard.com. Awesome. Thank you so much. My pleasure. I hope you have a wonderful rest of your day. Thanks. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call will be monitored-

Speaker speaker_1: This Kevin.

Speaker speaker_0: ... or recorded for quality assurance purposes.

Speaker speaker_1: Hello?

Speaker speaker_2: Good afternoon. Yes, hello, Mr. Kevin. My name is Francesca with benefits in our car.

Speaker speaker_1: Uh-huh.

Speaker speaker_2: Um, we're the administrators for the medical insurance that Terra Staffing offers. We were-

Speaker speaker_1: Yes.

Speaker speaker_2: ... giving you a call back in regards to a text message where you said it wasn't letting you in hold.

Speaker speaker_1: Oh. Yeah, so I tried logging in and, uh, it said I wasn't authorized or something. But also when I go into the Terra Staffing app, uh, I can't make any changes. Can I just tell you right now that I just want to keep whatever I have?

Speaker speaker_2: So if you want to keep whatever you have, you actually don't have to worry about making any change then. The system would automatically just roll it over.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: Yes, and-

Speaker speaker_1: And then, um, my other question is, uh, uh, does it show on there like what kind of benefits I have, like what I can use and where I need to go for doctors and stuff like that?

Speaker speaker_2: Let's take a look because I don't have your account pulled up. What are the last four of the social?

Speaker speaker_1: 4899.

Speaker speaker_2: And very briefly, can you verify date of birth and address?

Speaker speaker_1: It's 8/11/82, and the address is 5807 Northeast 132nd Street, Vancouver, Washington 98686.

Speaker speaker_2: Okay. So this is the right account?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay, so the current benefits that you have, they don't have any network restrictions.

Speaker speaker_1: Good.

Speaker speaker_2: They do have a network provider. What I'm going to do is send you their phone number and website so that you can visit each of those to see what providers in your area take your insurance hopefully.

Speaker speaker_1: Okay. Yeah, because I just lost my primary care doctor again.

Speaker speaker_2: Yeah.

Speaker speaker_1: Uh, but, um, I'm also in the middle of trying to get the full-time job from the temp agency, so I'm kind of like stuck in the middle.

Speaker speaker_2: Understood. And then I also did want to let you know, as of December 9th, the system already processed a rollover. So your same benefits are going to be rolled over for next year policy.

Speaker speaker_1: Okay, so if, uh... How long, how long is the insurance good for once I make payments on it? Because like it comes out-

Speaker speaker_2: So the-

Speaker speaker_1: ... of my check, right?

Speaker speaker_2: Mm-hmm. So the benefit amount, I mean, the benefit period is per week, weekly. So if at some point you stop working with Terra Staffing, you'll be able to make four payments in total out of pocket. And it's always, coverage starts Mondays and ends on, um, Sunday. So let's say for example, if for some reason you were unable to call in Monday, Tuesday to make the payment and you call in Wednesday, it will still be Monday through for Sunday. We're unable-

Speaker speaker_1: Okay.

Speaker speaker_2: ... to take future payments though.

Speaker speaker_1: Okay. So it's only weekly, it's not like out a whole month or a year?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Awesome. Okay, yeah, just, uh, send me that information and I'll look it up.

Speaker speaker_2: All right. It's going to be labeled as network provider information, and it will be from info@benefitsinacard.com.

Speaker speaker_1: Awesome. Thank you so much.

Speaker speaker_2: My pleasure. I hope you have a wonderful rest of your day.

Speaker speaker_1: Thanks. You too. Bye-bye.

Speaker speaker_2: Bye.