

Transcript: Franchesca

Baez-5490166470590464-6698887959855104

Full Transcript

Thank you for calling Benefit 10-0-5. My name is Francesca. How can I assist you today? Hello. Uh, I'm working for TRC. I'm, uh, I'm working with them for about a month. My last two paychecks were deducted for the medical insurance but I didn't receive anything at home. And I was told by TRC that I should call this number and you can provide me with at least a card or package as soon as I can. Sure thing. What are the last four of your social and your last name? Gabriel Orellano. 678... um, 776-0576-05. I'm sorry, sir. What are the last four? Six... Uh, hold on. Uh, 67... no. 776-0576-05. Okay. 7605? Yes. Can you verify your mailing address and date of birth? 702 Hillman Drive, Loganville, Georgia, uh, 30052. And what else? Date? Your date of birth. 10-18-1963. Thank you very much. We'll share the best phone number to reach you down as 770-656-3652. Yes. And we have your email down as gabriel_yourlastname@hotmail.com. Correct. The reason why you still have not received any benefit cards is because your policy just became inactive this week, Monday the 17th. So your benefit cards won't be sent out till this Friday, the 21st. Okay. I can take a look and see if we have access to the digital copies of your benefit cards to see if we can send those out. Okay. Bear with me one moment. Let me see. I'm placing a quick hold. This has been taking a little bit longer than usual. Yeah. I apologize. No problem. It's okay. All right, please hold. Thank you so much for holding, sir. Yep. So your dental and your hospital indemnity services benefit cards are not available yet, the vision and medical preventative is. I went ahead and sent you an email with your medical preventative and vision card, which is only one card. Both services are in it. And then I also added the policy number for your dental and hospital indemnity services. Okay, so I should expect an email? Yes, sir. You should be receiving it from info@benefitsinacard.com. If you'd like you can look in your inbox while I'm on the phone with you, it shows that it has already left our email. Okay. Uh, who will be the medical provider for this insurance? So your primary medical provider is 90-Degree. 90-Degree? Yes, sir. 90-Degree. I never heard about this. Okay. Well, and they, the medical people receive this kind of, uh, insurance usually? All of the medical benefits that are offered by your staffing company are selected by them. We only administer them, but every single employee under THD Staffing that enrolls into the specific plan that you're currently on will have the same carrier. You do have a network requirement for your medical plan. The multi-plan network is the company that has the list of specific providers where you need to go within that list, and that information will be in that email I sent you. Okay. Well, I'll take a look at that. Thank you very much. Of course. Was there anything else we can assist you with today? Uh, no. So you said maybe next week I should pro- I should receive the package and the cards and everything? Um, so not necessarily next week. They're due leave this Friday, but the longest on average that it can take is three to four weeks. I don't have an exact date when you'll receive them because your carrier is the one that sends them out. We're just giving you an

approximate time frame of when it could get to your home. Three, three to four weeks after I... Two of my paychecks were already deducted then, uh, that's a pretty much long time. Well, we only receive one deduction, sir. That's the reason why it was this week that you became active. It could be that the second deduction that you have experienced is for next week's coverage, but we only receive one payment. And your carrier as well only has received one payment. My last two paychecks were deducted, last week and the week before that. And I understand that, sir, but every staffing company has their different frequencies in which they send their payments over. Okay. All right. Thank you very much. Of course. Was there any other concern that you may have or questions that I can assist you with before letting you go? No. Thank you. Have a wonderful rest of your day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit 10-0-5. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hello. Uh, I'm working for TRC. I'm, uh, I'm working with them for about a month. My last two paychecks were deducted for the medical insurance but I didn't receive anything at home. And I was told by TRC that I should call this number and you can provide me with at least a card or package as soon as I can.

Speaker speaker_0: Sure thing. What are the last four of your social and your last name?

Speaker speaker_1: Gabriel Orellano. 678... um, 776-0576-05.

Speaker speaker_0: I'm sorry, sir. What are the last four?

Speaker speaker_1: Six... Uh, hold on. Uh, 67... no. 776-0576-05.

Speaker speaker_0: Okay. 7605?

Speaker speaker_1: Yes.

Speaker speaker_0: Can you verify your mailing address and date of birth?

Speaker speaker_1: 702 Hillman Drive, Loganville, Georgia, uh, 30052. And what else? Date?

Speaker speaker_0: Your date of birth.

Speaker speaker_1: 10-18-1963.

Speaker speaker_0: Thank you very much. We'll share the best phone number to reach you down as 770-656-3652.

Speaker speaker_1: Yes.

Speaker speaker_0: And we have your email down as gabriel_yourlastname@hotmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: The reason why you still have not received any benefit cards is because your policy just became inactive this week, Monday the 17th. So your benefit cards won't be sent out till this Friday, the 21st.

Speaker speaker_1: Okay.

Speaker speaker_0: I can take a look and see if we have access to the digital copies of your benefit cards to see if we can send those out.

Speaker speaker_1: Okay.

Speaker speaker_0: Bear with me one moment. Let me see. I'm placing a quick hold. This has been taking a little bit longer than usual.

Speaker speaker_1: Yeah.

Speaker speaker_0: I apologize.

Speaker speaker_1: No problem. It's okay.

Speaker speaker_0: All right, please hold. Thank you so much for holding, sir.

Speaker speaker_1: Yep.

Speaker speaker_0: So your dental and your hospital indemnity services benefit cards are not available yet, the vision and medical preventative is. I went ahead and sent you an email with your medical preventative and vision card, which is only one card. Both services are in it. And then I also added the policy number for your dental and hospital indemnity services.

Speaker speaker_1: Okay, so I should expect an email?

Speaker speaker_0: Yes, sir. You should be receiving it from info@benefitsinacard.com. If you'd like you can look in your inbox while I'm on the phone with you, it shows that it has already left our email.

Speaker speaker_1: Okay. Uh, who will be the medical provider for this insurance?

Speaker speaker_0: So your primary medical provider is 90-Degree.

Speaker speaker_1: 90-Degree?

Speaker speaker_0: Yes, sir. 90-Degree.

Speaker speaker_1: I never heard about this. Okay. Well, and they, the medical people receive this kind of, uh, insurance usually?

Speaker speaker_0: All of the medical benefits that are offered by your staffing company are selected by them. We only administer them, but every single employee under THD Staffing that enrolls into the specific plan that you're currently on will have the same carrier. You do have a network requirement for your medical plan. The multi-plan network is the company that has the list of specific providers where you need to go within that list, and that information will be in that email I sent you.

Speaker speaker_1: Okay. Well, I'll take a look at that. Thank you very much.

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

Speaker speaker_1: Uh, no. So you said maybe next week I should pro- I should receive the package and the cards and everything?

Speaker speaker_0: Um, so not necessarily next week. They're due leave this Friday, but the longest on average that it can take is three to four weeks. I don't have an exact date when you'll receive them because your carrier is the one that sends them out. We're just giving you an approximate time frame of when it could get to your home.

Speaker speaker_1: Three, three to four weeks after I... Two of my paychecks were already deducted then, uh, that's a pretty much long time.

Speaker speaker_0: Well, we only receive one deduction, sir. That's the reason why it was this week that you became active. It could be that the second deduction that you have experienced is for next week's coverage, but we only receive one payment. And your carrier as well only has received one payment.

Speaker speaker_1: My last two paychecks were deducted, last week and the week before that.

Speaker speaker_0: And I understand that, sir, but every staffing company has their different frequencies in which they send their payments over.

Speaker speaker_1: Okay. All right. Thank you very much.

Speaker speaker_0: Of course. Was there any other concern that you may have or questions that I can assist you with before letting you go?

Speaker speaker_1: No. Thank you.

Speaker speaker_0: Have a wonderful rest of your day.

Speaker speaker_1: You too.

Speaker speaker_0: Bye-bye.