

Transcript: Francesca

Baez-5666412366577664-4745604798529536

Full Transcript

Thank you for calling Benefits 10-09. My name is Francesca. How can I assist you today? Hey, how you doing, Francesca? I just received a text message. Um, it said, uh, give me one second. "Welcome to TRC Staffing. Haven't picked health benefits yet? Enroll now at..." And then it gave me a link where it said call this number. Um, which is a little confusing. Like I could've sworn that I did enroll for, for benefits. Second, we'll definitely take a look. Um, however, that specific text message you received, an automated system is the one that sent it out and it basically just goes off by list of contacts as provided to them. There isn't really a way for that system to filter out who has already applied, who has declined. So it just- Oh, okay. ... sends it out to the full list. Mm-hmm. Okay. Could you, could you just, uh, take a look and make sure that I'm, that I'm good to go? Of course. What are the last four of the social? 5173. And the last name? Barker, B as in boy. B-A-R-K-E-R. All right. And to make sure that I did locate the right account, can you verify your mailing address for me and your date of birth? Uh, billing address should be 320 Milledge Avenue, Milledgeville, Georgia 31061. Um, date of birth is December 22nd, 1998. All right. I think we might have your old mailing address. Uh, is it 194 Rock Crusher Road? Yes, sir. Okay. Uh, n- no worries. Um, I, I do travel to that area for, uh, for work, so that, that's fine. Okay. Do you need me to update it? Um, 'cause based on the status of this account, the coverage hasn't been activated yet. We're waiting on that activation payment. So I can update the address itself so that once it is active, those benefit cards can go to the right address for you. 'Cause yeah, I, I, I spend during the week at the, uh, at the other address so that, that works fine. Um, yeah. We, we can keep it as, uh, Rock Crusher Road. Um, so this is only my second week with the, uh, or this is my third week with the company. So yeah, it may not have been activated yet. I was told that by the end of this, the three weeks it will, uh, it'll go through. I just wanted to make sure that, you know, all my, all my requests are, are in the, uh, are in the system for the health benefits. Of course. So the form that we had received was the one that you filled out on February 10th. It showed that the best number to reach you is the same one you're calling me on, 678-977-7223, with the email of rbaker745@gmail.com. Yep. And then lastly with the selections of dental, vision, MAC Enhanced for medical, and behavior health were employee only. Those were the selections that were on that form. Okay. Does that sound about right? Yeah, sounds good. Thank you very much. Of course. Um, so you are within what they call the personal enrollment period, which will be 30 days after your first paycheck. During that timeframe, you are eligible to make changes to the policy if you wish to make them. It won't end 'til April 20th, 2026. Okay, okay. Um, do you know when I'll start receiving these benefits? Um, yeah. So we don't have access to the pay stub, um, only your staffing company does. However, once you see the first deduction on your pay stub of the \$50.94, which is what those four plans total up to per paycheck, following Monday of that paycheck deduction is gonna be when the policy's gonna

be activated. And then by Friday end of that week will be when they send out the benefit cards. They do roughly take three to four weeks to get to you after your carrier send them, but if you need a hard copy, I mean, sorry, not a hard copy. If you need a copy of it, at least digital while you wait for the hard copies, Wednesday, Thursdays of the activation weeks are usually when we have access to an e-version of those benefit cards. So you can give us a call during either that Wednesday or Thursday if you need them and we can give you the digital copy of them. Okay. Very good, very good. Thank you so much. Of course. Well, is there anything else we can assist you with today? No, that's it. Thank you very much. Of course. I hope you have a wonderful rest of your day, and thank you for your time today. Yep, thank you. Have a good one. Thank you. You too. 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: Hey, how you doing, Francesca? I just received a text message. Um, it said, uh, give me one second. "Welcome to TRC Staffing. Haven't picked health benefits yet? Enroll now at..." And then it gave me a link where it said call this number. Um, which is a little confusing. Like I could've sworn that I did enroll for, for benefits.

Speaker speaker_0: Second, we'll definitely take a look. Um, however, that specific text message you received, an automated system is the one that sent it out and it basically just goes off by list of contacts as provided to them. There isn't really a way for that system to filter out who has already applied, who has declined. So it just-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... sends it out to the full list. Mm-hmm.

Speaker speaker_1: Okay. Could you, could you just, uh, take a look and make sure that I'm, that I'm good to go?

Speaker speaker_0: Of course. What are the last four of the social?

Speaker speaker_1: 5173.

Speaker speaker_0: And the last name?

Speaker speaker_1: Barker, B as in boy. B-A-R-K-E-R.

Speaker speaker_0: All right. And to make sure that I did locate the right account, can you verify your mailing address for me and your date of birth?

Speaker speaker_1: Uh, billing address should be 320 Milledge Avenue, Milledgeville, Georgia 31061. Um, date of birth is December 22nd, 1998.

Speaker speaker_0: All right. I think we might have your old mailing address.

Speaker speaker_1: Uh, is it 194 Rock Crusher Road?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Uh, n- no worries. Um, I, I do travel to that area for, uh, for work, so that, that's fine.

Speaker speaker_0: Okay. Do you need me to update it? Um, 'cause based on the status of this account, the coverage hasn't been activated yet. We're waiting on that activation payment. So I can update the address itself so that once it is active, those benefit cards can go to the right address for you.

Speaker speaker_1: 'Cause yeah, I, I, I spend during the week at the, uh, at the other address so that, that works fine. Um, yeah. We, we can keep it as, uh, Rock Crusher Road. Um, so this is only my second week with the, uh, or this is my third week with the company. So yeah, it may not have been activated yet. I was told that by the end of this, the three weeks it will, uh, it'll go through. I just wanted to make sure that, you know, all my, all my requests are, are in the, uh, are in the system for the health benefits.

Speaker speaker_0: Of course. So the form that we had received was the one that you filled out on February 10th. It showed that the best number to reach you is the same one you're calling me on, 678-977-7223, with the email of rbaker745@gmail.com.

Speaker speaker_1: Yep.

Speaker speaker_0: And then lastly with the selections of dental, vision, MAC Enhanced for medical, and behavior health were employee only. Those were the selections that were on that form.

Speaker speaker_1: Okay.

Speaker speaker_0: Does that sound about right?

Speaker speaker_1: Yeah, sounds good. Thank you very much.

Speaker speaker_0: Of course. Um, so you are within what they call the personal enrollment period, which will be 30 days after your first paycheck. During that timeframe, you are eligible to make changes to the policy if you wish to make them. It won't end 'til April 20th, 2026.

Speaker speaker_1: Okay, okay. Um, do you know when I'll start receiving these benefits?

Speaker speaker_0: Um, yeah. So we don't have access to the pay stub, um, only your staffing company does. However, once you see the first deduction on your pay stub of the \$50.94, which is what those four plans total up to per paycheck, following Monday of that paycheck deduction is gonna be when the policy's gonna be activated. And then by Friday end of that week will be when they send out the benefit cards. They do roughly take three to four weeks to get to you after your carrier send them, but if you need a hard copy, I mean, sorry, not a hard copy. If you need a copy of it, at least digital while you wait for the hard copies, Wednesday, Thursdays of the activation weeks are usually when we have access to an e-version of those benefit cards. So you can give us a call during either that Wednesday or Thursday if you need them and we can give you the digital copy of them.

Speaker speaker_1: Okay. Very good, very good. Thank you so much.

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

Speaker speaker_1: No, that's it. Thank you very much.

Speaker speaker_0: Of course. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_1: Yep, thank you. Have a good one.

Speaker speaker_0: Thank you. You too. Bye-bye.