

Transcript: Francesca

Baez-5741719790075904-4765757896179712

Full Transcript

Thank you for coming, Vanessa. Francesca, how can I assist you today? Hi, um, I am new to this job and I was just signing into the, um, Virtual Care and my name is wrong on the website 'cause I think it got my friend's name that I wanted to add, so it said to call you guys so I could change it to my name. What staffing company do you work with? Um, it is SimHaven. No, ma'am, the staffing company that you work with. Um, staffing company. What, what does that mean? Do you have this coverage through the staffing company through the health benefits that you get? Yeah. And the, the place I work for is SimHaven. I can try to look up the, um, name of it. I don't... So we're only administered health benefits of the staffing companies are for their actively working employees. Unless you work with a staffing company, you might be calling the wrong place. Okay. Um, who would send Virtual Care then? Like, why did I get the email if I didn't work for them, if that makes sense? Maybe someone put in their email wrong and if... ended up being yours, 'cause the only benefits that we administer- Mm-hmm. ... are the ones for the staffing company members. Um, if you are not too sure whether or not your current position is through a staffing company, I would suggest calling whoever helped you with your orientation or during your interview- Okay. ... to see if maybe you- Okay. ... are through a staffing company and maybe... 'Cause it has happened to me before, it could be that you applied for it- Okay. ... online and it seemed like it's through the direct company and it might be through a staffing company, they just didn't disclose it. Oh, okay. All right. Well, thank you. Of course. And then if you need to give us a call back, we're open 8:00 AM to 8:00 PM Monday through Friday Eastern time, closed Saturday, Sunday. Okay, thank you. Of course, my pleasure. Have a great day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for coming, Vanessa. Francesca, how can I assist you today?

Speaker speaker_1: Hi, um, I am new to this job and I was just signing into the, um, Virtual Care and my name is wrong on the website 'cause I think it got my friend's name that I wanted to add, so it said to call you guys so I could change it to my name.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Um, it is SimHaven.

Speaker speaker_0: No, ma'am, the staffing company that you work with.

Speaker speaker_1: Um, staffing company. What, what does that mean?

Speaker speaker_0: Do you have this coverage through the staffing company through the health benefits that you get?

Speaker speaker_1: Yeah. And the, the place I work for is SimHaven. I can try to look up the, um, name of it. I don't...

Speaker speaker_0: So we're only administered health benefits of the staffing companies are for their actively working employees. Unless you work with a staffing company, you might be calling the wrong place.

Speaker speaker_1: Okay. Um, who would send Virtual Care then? Like, why did I get the email if I didn't work for them, if that makes sense?

Speaker speaker_0: Maybe someone put in their email wrong and if... ended up being yours, 'cause the only benefits that we administer-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... are the ones for the staffing company members. Um, if you are not too sure whether or not your current position is through a staffing company, I would suggest calling whoever helped you with your orientation or during your interview-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to see if maybe you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... are through a staffing company and maybe... 'Cause it has happened to me before, it could be that you applied for it-

Speaker speaker_1: Okay.

Speaker speaker_0: ... online and it seemed like it's through the direct company and it might be through a staffing company, they just didn't disclose it.

Speaker speaker_1: Oh, okay. All right. Well, thank you.

Speaker speaker_0: Of course. And then if you need to give us a call back, we're open 8:00 AM to 8:00 PM Monday through Friday Eastern time, closed Saturday, Sunday.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Of course, my pleasure. Have a great day.

Speaker speaker_1: You too. Bye-bye.