

## Transcript: Francesca

**Baez-5844438146007040-5487956531527680**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yes, ma'am. I have a question. Um, there was, uh, uh, um, some pages in regards to the insurance being transitioned to another insurance carrier from Superior Skills to... I forgot the name. The Essential StaffCare? I think that's what it's called. I have a question. Do I have to be already insured or are they offering it to anyone? For which staffing company one more time, ma'am? Sorry. It's, well, it says Superior Skills Trade and it's, uh, Essential StaffCare insurance benefits. So with them... Excuse me. Um, with them as long as you're an actively working employee receiving your paycheck from Superior Skills Trade, you'll be good to go. Um, the only thing is you have to May 31st to enroll for the benefits they're currently offering. What do you mean this... Before the 31st of this month? No, of May, ma'am. Of May, oh, okay. Mm-hmm. So if I have insurance- When you look in... Go ahead. If I can have insurance with you guys, medical insurance, I can possibly look into it to possibly getting it? Um, yes, the only thing I do want to clarify, you're not calling an insurance company. Correct. You will have the insurance with Superior Skill Trades. So if you currently- What do you mean? I mean that we're Benefits in a Card. Okay. You're calling the administrators for the health benefits. We're not Superior Skill Trade Services. Okay, so I would have to call home. No, ma'am. You... We're... Okay. We're the administrators for the health insurance of Superior Trade Skill Services offers. Okay. But we're not an insurance company. We just administer the benefits. Okay. Okay, got it. Now, your question, is it whether or not this will be an issue with your current provider or if there's any specific requirements for you enrolled? Is that what you were looking to know? No, the thing is that I don't, I didn't... At the time when they were offering the insurance for employees, I didn't get it. But since I saw this, I thought maybe that was offered even if you didn't get it when it was the enrollment? That is correct. So as of right now, they're on an open enrollment period. There will be a specific day from w- one day to the other day from which all of the employees can enroll into benefits. Okay. So from the 28th which will be next Monday to the 31st of May, 2025. Mm-hmm. That will be the time frame that they're going to provide their employees to enroll into the benefits. Okay. That's what I wanted to confirm, if... Since I don't have... I didn't get it the, when they had the enrollment time, uh, back in September, October. If I didn't get it, so for it to be effective in January, can I get it now? Yes, ma'am. You will just have to call back- Or was it open enrollment on Monday? I'm sorry? Yes, ma'am, you will just have to call back on Monday because the open enrollment period doesn't start until the 28th. Okay, perfect. All right. Thank you. Of course. If you have an email address, I can send you a copy of their benefit guide if you like. Yes, please. Give me one moment. What will be that good email? It's, uh, Juanalv as in Victor A-R-E-Z-J-R-2-1@yahoo.com. Uh, let it repeat one more time so I make sure I have it correct. Juanalvarezjr21@yahoo.com. All right. Okay, let's give it one minute for it to come out of our

box to go into your inbox. Okay. All right. Our hours of operation as well as our phone number is going to be on that email. If you have any questions before Monday at some point today, you're more than welcome to call us. Just keep in mind that Saturday, Sundays we're closed. Okay. Perfect. Let's see. So I have an error. It says that... Okay, so it's saying that it was unable to deliver it. Yes, ma'am. Let me... Um, I'll go ahead and look into my email and I'll check and see if I got it. All right. Thank you so much. You're welcome. Have a great day. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Yes, ma'am. I have a question. Um, there was, uh, uh, um, some pages in regards to the insurance being transitioned to another insurance carrier from Superior Skills to... I forgot the name. The Essential StaffCare? I think that's what it's called. I have a question. Do I have to be already insured or are they offering it to anyone?

Speaker speaker\_0: For which staffing company one more time, ma'am? Sorry.

Speaker speaker\_1: It's, well, it says Superior Skills Trade and it's, uh, Essential StaffCare insurance benefits.

Speaker speaker\_0: So with them... Excuse me. Um, with them as long as you're an actively working employee receiving your paycheck from Superior Skills Trade, you'll be good to go. Um, the only thing is you have to May 31st to enroll for the benefits they're currently offering.

Speaker speaker\_1: What do you mean this... Before the 31st of this month?

Speaker speaker\_0: No, of May, ma'am.

Speaker speaker\_1: Of May, oh, okay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: So if I have insurance-

Speaker speaker\_0: When you look in... Go ahead.

Speaker speaker\_1: If I can have insurance with you guys, medical insurance, I can possible look into it to possible getting it?

Speaker speaker\_0: Um, yes, the only thing I do want to clarify, you're not calling an insurance company.

Speaker speaker\_1: Correct.

Speaker speaker\_0: You will have the insurance with Superior Skill Trades. So if you currently-

Speaker speaker\_1: What do you mean?

Speaker speaker\_0: I mean that we're Benefits in a Card.

Speaker speaker\_1: Okay.

Speaker speaker\_0: You're calling the administrators for the health benefits. We're not Superior Skill Trade Services.

Speaker speaker\_1: Okay, so I would have to call home.

Speaker speaker\_0: No, ma'am. You... We're... Okay. We're the administrators for the health insurance of Superior Trade Skill Services offers.

Speaker speaker\_1: Okay.

Speaker speaker\_0: But we're not an insurance company. We just administer the benefits.

Speaker speaker\_1: Okay. Okay, got it.

Speaker speaker\_0: Now, your question, is it whether or not this will be an issue with your current provider or if there's any specific requirements for you enrolled? Is that what you were looking to know?

Speaker speaker\_1: No, the thing is that I don't, I didn't... At the time when they were offering the insurance for employees, I didn't get it. But since I saw this, I thought maybe that was offered even if you didn't get it when it was the enrollment?

Speaker speaker\_0: That is correct. So as of right now, they're on an open enrollment period. There will be a specific day from w- one day to the other day from which all of the employees can enroll into benefits.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So from the 28th which will be next Monday to the 31st of May, 2025.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: That will be the time frame that they're going to provide their employees to enroll into the benefits.

Speaker speaker\_1: Okay. That's what I wanted to confirm, if... Since I don't have... I didn't get it the, when they had the enrollment time, uh, back in September, October. If I didn't get it, so for it to be effective in January, can I get it now?

Speaker speaker\_0: Yes, ma'am. You will just have to call back-

Speaker speaker\_1: Or was it open enrollment on Monday?

Speaker speaker\_0: I'm sorry? Yes, ma'am, you will just have to call back on Monday because the open enrollment period doesn't start until the 28th.

Speaker speaker\_1: Okay, perfect. All right. Thank you.

Speaker speaker\_0: Of course. If you have an email address, I can send you a copy of their benefit guide if you like.

Speaker speaker\_1: Yes, please.

Speaker speaker\_0: Give me one moment. What will be that good email?

Speaker speaker\_1: It's, uh, Juanalv as in Victor A-R-E-Z-J-R-2-1@yahoo.com.

Speaker speaker\_0: Uh, let it repeat one more time so I make sure I have it correct.

Speaker speaker\_1: Juanalvarezjr21@yahoo.com.

Speaker speaker\_0: All right. Okay, let's give it one minute for it to come out of our box to go into your inbox.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Our hours of operation as well as our phone number is going to be on that email. If you have any questions before Monday at some point today, you're more than welcome to call us. Just keep in mind that Saturday, Sundays we're closed.

Speaker speaker\_1: Okay. Perfect.

Speaker speaker\_0: Let's see. So I have an error. It says that... Okay, so it's saying that it was unable to deliver it.

Speaker speaker\_1: Yes, ma'am. Let me... Um, I'll go ahead and look into my email and I'll check and see if I got it.

Speaker speaker\_0: All right.

Speaker speaker\_1: Thank you so much.

Speaker speaker\_0: You're welcome. Have a great day.

Speaker speaker\_1: Bye-bye.