

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Uh, yes, my name is Kevin Casera. I am a current cardholder. I need a new insurance card sent to me. What staffing company do you work with? I work with GGSF Staffing. All right, and what are the last four of the SSN? 8972. Can you please verify your mailing address and date of birth? 100 Bear Creek Path, Apartment 115, Morrisville, NC 27560 and my date of birth is 07/05/1991. I have best contact 919-691-8236. Yes, 919-691-8236, yes, ma'am. And then I have your email down as Kev, K-E-V, your last name @gmail.com? Yes, ma'am. Um, sir, at the moment you don't have any active coverage that we administer with BGs Staffing. We haven't even received an enrollment request, to be honest. Um, that's interesting 'cause I was looking from my end and it says where I applied and have an enrollment form and I signed it on, uh, September. Can I go ahead and enroll for benefits then? The thing is, at the moment, you're not eligible for enrollments 'cause you don't have an open enrollment period. And BGS Staffing doesn't hold theirs again till August. Till August? Okay. All righty then. So, um, 'cause that's interesting 'cause I sent... It says that I sent my enrollment. Um, let me see. Maybe it was never turned in then because I'm looking at my coverage and everything that I elected to, and I'm trying to see if there was, like, a number or anything it gave me. Yeah, no, no. Huh. Well, that's- Does- ... that's really interesting though. Does it say Benefits in a Card- So it's... ... in that form? Yeah, a limited benefit, Benefits in a Card, Unlimited Benefit Plan. This is not major medical coverage, is what... It's the enrollment form. Can I email it to you? So the only thing is the following, if we are trying to use that form to get you enrolled, we wouldn't be able to take it from you. It will have to be BGS Staffing to send it over. I can ask the front office to reach out to them to investigate if they can locate the form. But if it was not- Yep. ... submitted into BGS Staffing system during the timeframe- Yep. ... that you had your personal enrollment period, they're not gonna qualify it as an excuse to enroll you in, unfortunately. Okay. Um, so is it even worth reaching out then? I mean, we can. The only thing is, what I said, it will have to be from their system that it was submitted 'cause if it was not submitted in their system during the timeframe, and it was just saved, not submit, it's not gonna be considered for them to enroll you into it. Okay. All righty then. Well, that makes sense then. Um, yeah, go ahead and reach out then. That would be extremely helpful. All right. So I should be hearing back from the front office within 24 to 48 business hours and I'll let you know what the findings were of the investigation. All right, sounds good. All righty then. Have a good one. Thank you, you too. It was a pleasure assisting you today. Yeah.

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: Uh, yes, my name is Kevin Casera. I am a current cardholder. I need a new insurance card sent to me.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: I work with GGSF Staffing.

Speaker speaker_0: All right, and what are the last four of the SSN?

Speaker speaker_1: 8972.

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

Speaker speaker_1: 100 Bear Creek Path, Apartment 115, Morrisville, NC 27560 and my date of birth is 07/05/1991.

Speaker speaker_0: I have best contact 919-691-8236.

Speaker speaker_1: Yes, 919-691-8236, yes, ma'am.

Speaker speaker_0: And then I have your email down as Kev, K-E-V, your last name @gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Um, sir, at the moment you don't have any active coverage that we administer with BGs Staffing. We haven't even received an enrollment request, to be honest.

Speaker speaker_1: Um, that's interesting 'cause I was looking from my end and it says where I applied and have an enrollment form and I signed it on, uh, September. Can I go ahead and enroll for benefits then?

Speaker speaker_0: The thing is, at the moment, you're not eligible for enrollments 'cause you don't have an open enrollment period. And BGS Staffing doesn't hold theirs again till August.

Speaker speaker_1: Till August? Okay. All righty then. So, um, 'cause that's interesting 'cause I sent... It says that I sent my enrollment. Um, let me see. Maybe it was never turned in then because I'm looking at my coverage and everything that I elected to, and I'm trying to see if there was, like, a number or anything it gave me. Yeah, no, no. Huh. Well, that's-

Speaker speaker_0: Does-

Speaker speaker_1: ... that's really interesting though.

Speaker speaker_0: Does it say Benefits in a Card-

Speaker speaker_1: So it's...

Speaker speaker_0: ... in that form?

Speaker speaker_1: Yeah, a limited benefit, Benefits in a Card, Unlimited Benefit Plan. This is not major medical coverage, is what... It's the enrollment form. Can I email it to you?

Speaker speaker_0: So the only thing is the following, if we are trying to use that form to get you enrolled, we wouldn't be able to take it from you. It will have to be BGS Staffing to send it over. I can ask the front office to reach out to them to investigate if they can locate the form. But if it was not-

Speaker speaker_1: Yep.

Speaker speaker_0: ... submitted into BGS Staffing system during the timeframe-

Speaker speaker_1: Yep.

Speaker speaker_0: ... that you had your personal enrollment period, they're not gonna qualify it as an excuse to enroll you in, unfortunately.

Speaker speaker_1: Okay. Um, so is it even worth reaching out then?

Speaker speaker_0: I mean, we can. The only thing is, what I said, it will have to be from their system that it was submitted 'cause if it was not submitted in their system during the timeframe, and it was just saved, not submit, it's not gonna be considered for them to enroll you into it.

Speaker speaker_1: Okay. All righty then. Well, that makes sense then. Um, yeah, go ahead and reach out then. That would be extremely helpful.

Speaker speaker_0: All right. So I should be hearing back from the front office within 24 to 48 business hours and I'll let you know what the findings were of the investigation.

Speaker speaker_1: All right, sounds good. All righty then. Have a good one.

Speaker speaker_0: Thank you, you too. It was a pleasure assisting you today.

Speaker speaker_1: Yeah.