

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca. Uh, this is the call, I'd like to speak with Mr. Williams Jr. on behalf of BGS Staffing. Hello? Hi, I'm so sorry. I think my... This is Paul, can you hear me? Oh, yes. I can hear you now. How are you today, sir? I'm good. How are you? Good, thank you for asking. Well, we're giving you a call in regards to the insurance form you filled out with BGS Staffing on the 18th of February, 2025. Yes. We're calling to confirm that at the moment you're declining the coverage. Um, yes. I wasn't, uh, sure when I was filling it out ... um, quality of advice on how to stay in contact. Um, do you recommend... and, I mean, I'm on Medi-Cal. I don't know if you recommend me accepting the coverage. I also updated my, um, direct deposit information too, so I wasn't sure who I should email that to. Okay. So we only do the health insurance for them. Everything else goes through their offices. But if you currently have Medicaid with the government, you'll have to make sure with your state office that you're able to have another insurance and it won't affect your benefits since we operate all throughout the country. So it may differ between states. I would recommend speaking with them before enrolling. I think I'll stay with what I have right now just because I have... It's pretty good coverage actually. Mm-hmm. Um, I think I'll stay with, with that. I'll decline coverage on that. Understood. I'll go ahead and make a note of it then. Okay? Okay. And then my other question was, would... Who would I email regarding the, uh, update to direct deposit? That we will not know as we're not part of BGS Staffing. We're a third-party that administers their health insurance. We work with most of the different staffing companies. So anything that has to do with your pay or the job itself, you have to speak with your staffing directly. That makes total sense. Okay. Thank you so much. Of course. It was a pleasure speaking with you. I hope you have a wonderful rest of your day today. You as well. Thanks. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca. Uh, this is the call, I'd like to speak with Mr. Williams Jr. on behalf of BGS Staffing. Hello?

Speaker speaker_1: Hi, I'm so sorry. I think my... This is Paul, can you hear me?

Speaker speaker_0: Oh, yes. I can hear you now. How are you today, sir?

Speaker speaker_1: I'm good. How are you?

Speaker speaker_0: Good, thank you for asking. Well, we're giving you a call in regards to the insurance form you filled out with BGS Staffing on the 18th of February, 2025.

Speaker speaker_1: Yes.

Speaker speaker_0: We're calling to confirm that at the moment you're declining the coverage.

Speaker speaker_1: Um, yes. I wasn't, uh, sure when I was filling it out

Speaker speaker_2: ... um, quality of advice on how to stay in contact. Um, do you recommend... and, I mean, I'm on Medi-Cal. I don't know if you recommend me accepting the coverage. I also updated my, um, direct deposit information too, so I wasn't sure who I should email that to.

Speaker speaker_0: Okay. So we only do the health insurance for them. Everything else goes through their offices. But if you currently have Medicaid with the government, you'll have to make sure with your state office that you're able to have another insurance and it won't affect your benefits since we operate all throughout the country. So it may differ between states. I would recommend speaking with them before enrolling.

Speaker speaker_1: I think I'll stay with what I have right now just because I have... It's pretty good coverage actually.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, I think I'll stay with, with that. I'll decline coverage on that.

Speaker speaker_0: Understood. I'll go ahead and make a note of it then. Okay?

Speaker speaker_1: Okay. And then my other question was, would... Who would I email regarding the, uh, update to direct deposit?

Speaker speaker_0: That we will not know as we're not part of BGS Staffing. We're a third-party that administers their health insurance. We work with most of the different staffing companies. So anything that has to do with your pay or the job itself, you have to speak with your staffing directly.

Speaker speaker_1: That makes total sense. Okay. Thank you so much.

Speaker speaker_0: Of course. It was a pleasure speaking with you. I hope you have a wonderful rest of your day today.

Speaker speaker_1: You as well. Thanks. Bye.

Speaker speaker_0: Bye-bye.