

## Transcript: Francesca

**Baez-6375871362547712-4566953074278400**

### Full Transcript

Thank you for calling Benefits in No Time. My name is Francesca, how can I assist you today? Hi. Is this a dental plan or is it a different type of benefit? So we're not a, an insurance company. We administer the health benefits of the staffing company. We don't own any of them. Oh, okay. Okay, so this is health insurance? No, ma'am. We're an administrator for health coverage- Mm-hmm. ... of this company. Okay. Um, we're trying to verify if we have dental through this plan. What staffing company do you work with? What's the name of it, ma'am? Versatella. Who's the owner of the policy? Angelo Williams, he's on the phone. I'm his wife. Okay, go ahead and speak directly. I'm, I'm at work right now. I'm right here. He's on the phone. I'm at, I'm at, I'm at work right now so I can't use my hands so my wife is on the phone also. My name's Angelo Williams. I was looking through Versatell and I'm just trying to see if the, if the insurance, um, is active. All right. What is the last four of the Social? 6634. Okay. For the purpose of the line being recorded, do you authorize me to speak with you while your spouse is also on the line with us? Yes. Could you verify your mailing address and date of birth, please? 3806 South 104th Lane, Tolleson, Arizona, 85353. And what is the date of birth? 02/29/80. I have Beth contact 623-734-3259, with the email of orangeisbetter52@yahoo.com. The email is correct. We, we need to update the number. The new number is 602... Mm-hmm. ... 209... 209. ... 15, yeah, 209-1599. 1599. So currently, we're not able to verify coverage due to the fact that it looks like when they took the deduction for this week's benefits, either they took out too much or too little, which caused the system to show your s- current status as if you're having a deduction discrepancy. Um, but the policy itself did become active last Monday, the 31st of March, for vision, dental, short-term disability and term life for employee only. Okay. I was just tryna see what's, what's going on with the dental. If I could, if it, how do I go about using it, my number or whatever, my medical number? Or can I use it? Let's see. The benefit cards should have been sent out last Friday, the 7th. The most that they could take to get to you will be three or four weeks. So let me check and see- Okay. ... if I have a digital copy that I can provide and send to the email instead. Okay, thank you. Thank you. Once we get a second, we need to find out why it's having a discrepancy because you work every week so they should be pulling that out. I'm not sure why that's happening. Me neither. Yeah, as long as you're getting a check, those benefits should be paid automatically. 'Cause we don't need them canceled, that's, that's what we don't need. The only thing will be, we don't have access to this paycheck, only the staffing company does. Okay. So wouldn't be able to specifically look into why there's a deduction discrepancy. Okay, but it hasn't been canceled as of yet, it's kind of, like, on hold or? Yes, ma'am. Okay. So the only way that it will be canceled without him requesting it is if he stops working for whichever reason, vacations or he was let off, off or in the event that he switched jobs to another assignment. If there is a total of five consecutive weeks of there being no

deduction received for the payment, by that fifth Monday, that will be when the system cancels itself for that policy. But if nothing- Oh, wow. ... like that happens, even if let's say there's one week slap in the middle, it will still- Mm-hmm. ... keep going the next time he starts working again. Okay, awesome. Thank you so much. Of course. Um, now I know you guys were mainly focused on the vision plan, but I do want to say for the vision benefits, the carrier itself which is MetLife- Mm-hmm. ... they have both major medical insurance and PPO plans. Now, Versatella offers their employee the PPO Limited, so there's a specific line that the provider will need to call when he's verifying the coverage. That phone number is gonna be on that email along with two PDF files, which will be his benefit cards. Okay. So I'm sorry, we want, we want... It's not the vision that we needed though, we were looking for the dental. No, that's- We got a card from the life insurance, Jess. But not the dental. Sorry. I believe you're actually confusing the dental card with life insurance. The term life- Mm-hmm. ... which is the life insurance and short-term disability doesn't get an actual benefit card. Okay. Oh, well. So if you receive a card- Also, that's a dis- Hmm? Oh, okay. If you did receive- Oh, that card is for all the benefits? No, there's gonna be two on... I'm sorry. No, it's okay. Um, there's gonna be two in total. If he did receive one that has APL on it- Mm-hmm. ... that will be his dental card. Oh, that's dental and life insurance? The life insurance doesn't get a physical card. It would just be dental. Oh, okay. I thought it was life 'cause it said American Public Life on it, so I was like, "Okay." Understand, yes, that's the name of the carrier. But then the one that he's missing will be vision but I did send both of them digitally, dental and vision, to the email on file. Okay, awesome. Nice. All right. Was there anything else we can assist you with today? No, that's it. Nope. Thank you so much. Thank you. Have a great day and thank you for your time. Thank you. You as well. Thanks, bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in No Time. My name is Francesca, how can I assist you today?

Speaker speaker\_1: Hi. Is this a dental plan or is it a different type of benefit?

Speaker speaker\_0: So we're not a, an insurance company. We administer the health benefits of the staffing company. We don't own any of them.

Speaker speaker\_1: Oh, okay. Okay, so this is health insurance?

Speaker speaker\_0: No, ma'am. We're an administrator for health coverage-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... of this company.

Speaker speaker\_1: Okay. Um, we're trying to verify if we have dental through this plan.

Speaker speaker\_0: What staffing company do you work with?

Speaker speaker\_1: What's the name of it, ma'am?

Speaker speaker\_2: Versatella.

Speaker speaker\_0: Who's the owner of the policy?

Speaker speaker\_1: Angelo Williams, he's on the phone. I'm his wife.

Speaker speaker\_0: Okay, go ahead and speak directly.

Speaker speaker\_2: I'm, I'm at work right now. I'm right here.

Speaker speaker\_1: He's on the phone.

Speaker speaker\_2: I'm at, I'm at, I'm at work right now so I can't use my hands so my wife is on the phone also. My name's Angelo Williams. I was looking through Versatell and I'm just trying to see if the, if the insurance, um, is active.

Speaker speaker\_0: All right. What is the last four of the Social?

Speaker speaker\_2: 6634.

Speaker speaker\_0: Okay. For the purpose of the line being recorded, do you authorize me to speak with you while your spouse is also on the line with us?

Speaker speaker\_2: Yes.

Speaker speaker\_0: Could you verify your mailing address and date of birth, please?

Speaker speaker\_2: 3806 South 104th Lane, Tolleson, Arizona, 85353.

Speaker speaker\_0: And what is the date of birth?

Speaker speaker\_2: 02/29/'80.

Speaker speaker\_0: I have Beth contact 623-734-3259, with the email of orangeisbetter52@yahoo.com.

Speaker speaker\_2: The email is correct. We, we need to update the number. The new number is 602...

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... 209...

Speaker speaker\_0: 209.

Speaker speaker\_2: ... 15, yeah, 209-1599.

Speaker speaker\_0: 1599. So currently, we're not able to verify coverage due to the fact that it looks like when they took the deduction for this week's benefits, either they took out too much or too little, which caused the system to show your s- current status as if you're having a deduction discrepancy. Um, but the policy itself did become active last Monday, the 31st of March, for vision, dental, short-term disability and term life for employee only.

Speaker speaker\_2: Okay. I was just tryna see what's, what's going on with the dental. If I could, if it, how do I go about using it, my number or whatever, my medical number? Or can I use it?

Speaker speaker\_0: Let's see. The benefit cards should have been sent out last Friday, the 7th. The most that they could take to get to you will be three or four weeks. So let me check and see-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... if I have a digital copy that I can provide and send to the email instead.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: Thank you. Once we get a second, we need to find out why it's having a discrepancy because you work every week so they should be pulling that out. I'm not sure why that's happening.

Speaker speaker\_2: Me neither.

Speaker speaker\_1: Yeah, as long as you're getting a check, those benefits should be paid automatically. 'Cause we don't need them canceled, that's, that's what we don't need.

Speaker speaker\_0: The only thing will be, we don't have access to this paycheck, only the staffing company does.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So wouldn't be able to specifically look into why there's a deduction discrepancy.

Speaker speaker\_1: Okay, but it hasn't been canceled as of yet, it's kind of, like, on hold or?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So the only way that it will be canceled without him requesting it is if he stops working for whichever reason, vacations or he was let off, off or in the event that he switched jobs to another assignment. If there is a total of five consecutive weeks of there being no deduction received for the payment, by that fifth Monday, that will be when the system cancels itself for that policy. But if nothing-

Speaker speaker\_1: Oh, wow.

Speaker speaker\_0: ... like that happens, even if let's say there's one week slap in the middle, it will still-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... keep going the next time he starts working again.

Speaker speaker\_1: Okay, awesome. Thank you so much.

Speaker speaker\_0: Of course. Um, now I know you guys were mainly focused on the vision plan, but I do want to say for the vision benefits, the carrier itself which is MetLife-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... they have both major medical insurance and PPO plans. Now, Versatella offers their employee the PPO Limited, so there's a specific line that the provider will need to call when he's verifying the coverage. That phone number is gonna be on that email along with two PDF files, which will be his benefit cards.

Speaker speaker\_1: Okay.

Speaker speaker\_2: So I'm sorry, we want, we want... It's not the vision that we needed though, we were looking for the dental.

Speaker speaker\_0: No, that's-

Speaker speaker\_1: We got a card from the life insurance, Jess. But not the dental. Sorry.

Speaker speaker\_0: I believe you're actually confusing the dental card with life insurance. The term life-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... which is the life insurance and short-term disability doesn't get an actual benefit card.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Oh, well.

Speaker speaker\_0: So if you receive a card-

Speaker speaker\_2: Also, that's a dis-

Speaker speaker\_0: Hmm?

Speaker speaker\_2: Oh, okay.

Speaker speaker\_0: If you did receive-

Speaker speaker\_1: Oh, that card is for all the benefits?

Speaker speaker\_0: No, there's gonna be two on...

Speaker speaker\_1: I'm sorry.

Speaker speaker\_0: No, it's okay. Um, there's gonna be two in total. If he did receive one that has APL on it-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... that will be his dental card.

Speaker speaker\_1: Oh, that's dental and life insurance?

Speaker speaker\_0: The life insurance doesn't get a physical card. It would just be dental.

Speaker speaker\_1: Oh, okay. I thought it was life 'cause it said American Public Life on it, so I was like, "Okay."

Speaker speaker\_0: Understand, yes, that's the name of the carrier. But then the one that he's missing will be vision but I did send both of them digitally, dental and vision, to the email on file.

Speaker speaker\_1: Okay, awesome.

Speaker speaker\_2: Nice. All right.

Speaker speaker\_0: Was there anything else we can assist you with today?

Speaker speaker\_1: No, that's it.

Speaker speaker\_2: Nope.

Speaker speaker\_1: Thank you so much.

Speaker speaker\_2: Thank you.

Speaker speaker\_0: Have a great day and thank you for your time.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: You as well. Thanks, bye.