

## Transcript: Franchesca

**Baez-6583158100246528-5074743973691392**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 0000. This is Francesca, how can I assist you today? Yes, ma'am. I work, uh... I work... I got insurance with my job, with 000. And, um, the sheet not on. Before we get off of Christmas, she had asked me have I got some cards, but it look like they had the wrong address for me. Okay. Let's take a look at your 000. And I... Yes, ma'am. What staffing company do you work with? Uh, Thomas and Raquel. And what are the last four of your Social? 4098. And your last name, please? Walker. For security purposes, could you please verify your mailing address and your date of birth? Yes, ma'am. The address that they had was, uh... Uh, I'm... I don't know what address that they had, but they had the wrong address on there. But I'ma... I can give you my address that I had gave the lady at work. 147 Links- No, excuse me. 147 Links- I apologize- Links- I apologize for interrupting you once again. However, we work with more than one staffing company. In order for me to make sure I'm in the right account, I require for you to verify the address that's on file. If you cannot provide that address, then I will need your full Social, unfortunately. Well, let me give you my full Social Security number 'cause I had... I tried the address, I forgot the address- Mm-hmm. ... that they had. My Social is 426-53-4098. All right. So the address that they had on file on your account is 2112 Robinson Street? Uh, no, ma'am, that ain't my address. I don't know why that was on there, but I had gave them the right address. So if you updated your address with Surge Staffing, we wouldn't have gotten that. Um, I do see, however, that at some point during August, we had received a insurance form, um, that had a different address which was the old address of 809 Old Highway 16 East and then it changed to the current one. Yes, ma'am, 'cause she had asked me, um, did I get some, um, some cards, some insurance- Mm-hmm. ... cards, I thought I had received them. And then last night when I, um, when I logged in on my computer, I was like, like, "Why I ain't able to see nothing?" Because they had the wrong- Mm-hmm. ... address on there. Okay. Is it supposed to go back to the 809 or is it a different address? Uh, it's supposed to be, uh, 1-147 Links Drive, Apartment 44K, Canton, Mississippi. Can you copy what 000? What is the ZIP code? 39046. Links, L-I-N-K-S? Yes, ma'am. And Drive, Apartment 44K. And what was the city? Canton. C-A-N-T-O-N. All right. And then I have your buzz phone number to Reach, 601-407-4111? Yes, ma'am. And your email, we have it as your first and last name, 1956@Yahoo.com? Yes, ma'am. All right, so I went ahead and updated your address already on file. Okay. Okay. All right, and if you need me to... Go ahead, I'm sorry. When, uh, is I'ma get them cards, of course? Yes, ma'am. I was just about to ask that. Do you need me to request for them to send you, um, another copy of all three of those benefit cards since you didn't receive them the first time? Yes, ma'am. All right, and then while you wait for those to arrive, would you like me to place you on hold and download e-versions of your benefit cards to send them to your email on file? Yes, ma'am. All right, bear

with me one moment and I should be right back. It shouldn't take less than three minutes, okay? Okay. Thank you. Mm. She doesn't recognize them. Thank you so much for holding, Ms. Walker. I went ahead and sent you a request... I mean, the email, sorry, for all three of your benefit cards, and then the request, I'm submitting it right now as we speak. Okay. All right. And then I do have to say for the vision card, it is gonna be a paper copy, um, just due to the unfortunate fact that the vision carrier only does one hard plastic card, and that will be the first one sent out. We don't have a way to put in another request for that card to be hard plastic sent to you again. Okay. Okay? And look, I'm try- now I'm trying to sign in. You won't even let me sign in. Are you hitting into Decline Enroll to Coverage? 'Cause the thing is, once you become active with benefits, to see the status of your specific coverage that you're on right now, that's not gonna be the website that you go into. You'll have to make profiles with your carriers. I'm try- Yeah, if they had sent me an email with benefits in c- in a card and it say, uh, uh, "My account, uh, was disabled." Any chance it says "Benefits in a Card Virtual?" 'Cause it could be because of the fact that the virtual carrier that your medical preventative care plan comes with, that Urgent Virtual Plan, has been switched as of 2025. It's now with Lyric Health, so the website itself did change. So the email that you received could be in regards to that. Okay. All right. Yes, ma'am. And then as of this week, yet we have not received the payment for this week. It doesn't mean that they didn't take it out, it just hasn't been processed, and the latest that we see payments being processed is Wednesdays. But as of right now, it hasn't been received just yet. Okay, because we've been off work for, um, we've been off work for two weeks, and we're just going back to work tonight. So I haven't... I don't get paid. I ain't gonna get paid until next week. All right. So it could be that you're gonna be without benefits for a couple of weeks, then, depending on how long you didn't receive a ch- a paycheck or work force, just due to the fact that it is linked to the pay stuff that Hamilton/Riker provides you with. Yeah, see, I just... I just started at this job. I started back. Mm-hmm. So they probably, um... I'ma have to talk to the lady in the morning when I go to work and see, because I, I wasn't in no benefit. I'm just getting into the benefits. I w- went in there and I just started this job last year in, uh, in September, so I had to wait 'til my 90 days. Yes, ma'am. I can see that. Yeah, I had to wait till my 90 days up before I, um, get some. Okay. But I'm gonna talk to my... I'm gonna talk to the lady in the morning when I go to work, when I get off in the morning. All right. Understood. I did want to let you know your company has that company open enrollment right now. So if there was any coverage change you were looking to make, the last day will be the 31st of January. Yes, ma'am. They, uh... She had told me. So I... Like I said, I'm gonna talk to her. I'm gonna go talk to her in the morning when I get off work. Understood. And then the last thing I do wanna let you know, keep in mind your medical preventative care plan has a network restriction. The network provider information is gonna be on that email where you can call to see which providers in your area are within that network. Okay? Okay. Well, is there anything else we can assist you with today aside from getting those benefit cards and updating your e-address? No, ma'am. All right. I hope you have a wonderful rest of your day. Thank you so much for giving us a call today. All right. Bye-bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits 0000. This is Francesca, how can I assist you today?

Speaker speaker\_2: Yes, ma'am. I work, uh... I work... I got insurance with my job, with 000. And, um, the sheet not on. Before we get off of Christmas, she had asked me have I got some cards, but it look like they had the wrong address for me.

Speaker speaker\_1: Okay. Let's take a look at your 000.

Speaker speaker\_2: And I...

Speaker speaker\_1: Yes, ma'am. What staffing company do you work with?

Speaker speaker\_2: Uh, Thomas and Raquel.

Speaker speaker\_1: And what are the last four of your Social?

Speaker speaker\_2: 4098.

Speaker speaker\_1: And your last name, please?

Speaker speaker\_2: Walker.

Speaker speaker\_1: For security purposes, could you please verify your mailing address and your date of birth?

Speaker speaker\_2: Yes, ma'am. The address that they had was, uh... Uh, I'm... I don't know what address that they had, but they had the wrong address on there. But I'ma... I can give you my address that I had gave the lady at work. 147 Links-

Speaker speaker\_1: No, excuse me.

Speaker speaker\_2: 147 Links-

Speaker speaker\_1: I apologize-

Speaker speaker\_2: Links-

Speaker speaker\_1: I apologize for interrupting you once again. However, we work with more than one staffing company. In order for me to make sure I'm in the right account, I require for you to verify the address that's on file. If you cannot provide that address, then I will need your full Social, unfortunately.

Speaker speaker\_2: Well, let me give you my full Social Security number 'cause I had... I tried the address, I forgot the address-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... that they had. My Social is 426-53-4098.

Speaker speaker\_1: All right. So the address that they had on file on your account is 2112 Robinson Street?

Speaker speaker\_2: Uh, no, ma'am, that ain't my address. I don't know why that was on there, but I had gave them the right address.

Speaker speaker\_1: So if you updated your address with Surge Staffing, we wouldn't have gotten that. Um, I do see, however, that at some point during August, we had received a insurance form, um, that had a different address which was the old address of 809 Old Highway 16 East and then it changed to the current one.

Speaker speaker\_2: Yes, ma'am, 'cause she had asked me, um, did I get some, um, some cards, some insurance-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... cards, I thought I had received them. And then last night when I, um, when I logged in on my computer, I was like, like, "Why I ain't able to see nothing?" Because they had the wrong-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... address on there.

Speaker speaker\_1: Okay. Is it supposed to go back to the 809 or is it a different address?

Speaker speaker\_2: Uh, it's supposed to be, uh, 1-147 Links Drive, Apartment 44K, Canton, Mississippi.

Speaker speaker\_3: Can you copy what 000?

Speaker speaker\_1: What is the ZIP code?

Speaker speaker\_2: 39046.

Speaker speaker\_1: Links, L-I-N-K-S?

Speaker speaker\_2: Yes, ma'am. And Drive, Apartment 44K.

Speaker speaker\_1: And what was the city?

Speaker speaker\_2: Canton. C-A-N-T-O-N.

Speaker speaker\_1: All right. And then I have your buzz phone number to Reach, 601-407-4111?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And your email, we have it as your first and last name, 1956@Yahoo.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All right, so I went ahead and updated your address already on file.

Speaker speaker\_2: Okay. Okay.

Speaker speaker\_1: All right, and if you need me to... Go ahead, I'm sorry.

Speaker speaker\_2: When, uh, is I'ma get them cards, of course?

Speaker speaker\_1: Yes, ma'am. I was just about to ask that. Do you need me to request for them to send you, um, another copy of all three of those benefit cards since you didn't receive them the first time?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All right, and then while you wait for those to arrive, would you like me to place you on hold and download e-versions of your benefit cards to send them to your email on file?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All right, bear with me one moment and I should be right back. It shouldn't take less than three minutes, okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Mm.

Speaker speaker\_3: She doesn't recognize them.

Speaker speaker\_1: Thank you so much for holding, Ms. Walker. I went ahead and sent you a request... I mean, the email, sorry, for all three of your benefit cards, and then the request, I'm submitting it right now as we speak.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. And then I do have to say for the vision card, it is gonna be a paper copy, um, just due to the unfortunate fact that the vision carrier only does one hard plastic card, and that will be the first one sent out. We don't have a way to put in another request for that card to be hard plastic sent to you again.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay?

Speaker speaker\_2: And look, I'm try- now I'm trying to sign in. You won't even let me sign in.

Speaker speaker\_1: Are you hitting into Decline Enroll to Coverage? 'Cause the thing is, once you become active with benefits, to see the status of your specific coverage that you're on right now, that's not gonna be the website that you go into. You'll have to make profiles with your carriers.

Speaker speaker\_2: I'm try- Yeah, if they had sent me an email with benefits in c- in a card and it say, uh, uh, "My account, uh, was disabled."

Speaker speaker\_1: Any chance it says "Benefits in a Card Virtual?" 'Cause it could be because of the fact that the virtual carrier that your medical preventative care plan comes with, that Urgent Virtual Plan, has been switched as of 2025. It's now with Lyric Health, so the website itself did change. So the email that you received could be in regards to that.

Speaker speaker\_2: Okay. All right.

Speaker speaker\_1: Yes, ma'am. And then as of this week, yet we have not received the payment for this week. It doesn't mean that they didn't take it out, it just hasn't been processed, and the latest that we see payments being processed is Wednesdays. But as of right now, it hasn't been received just yet.

Speaker speaker\_2: Okay, because we've been off work for, um, we've been off work for two weeks, and we're just going back to work tonight. So I haven't... I don't get paid. I ain't gonna get paid until next week.

Speaker speaker\_1: All right. So it could be that you're gonna be without benefits for a couple of weeks, then, depending on how long you didn't receive a ch- a paycheck or work force, just due to the fact that it is linked to the pay stuff that Hamilton/Riker provides you with.

Speaker speaker\_2: Yeah, see, I just... I just started at this job. I started back.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: So they probably, um... I'ma have to talk to the lady in the morning when I go to work and see, because I, I wasn't in no benefit. I'm just getting into the benefits. I w- went in there and I just started this job last year in, uh, in September, so I had to wait 'til my 90 days.

Speaker speaker\_1: Yes, ma'am. I can see that.

Speaker speaker\_2: Yeah, I had to wait till my 90 days up before I, um, get some.

Speaker speaker\_1: Okay.

Speaker speaker\_2: But I'm gonna talk to my... I'm gonna talk to the lady in the morning when I go to work, when I get off in the morning.

Speaker speaker\_1: All right. Understood. I did want to let you know your company has that company open enrollment right now. So if there was any coverage change you were looking to make, the last day will be the 31st of January.

Speaker speaker\_2: Yes, ma'am. They, uh... She had told me. So I... Like I said, I'm gonna talk to her. I'm gonna go talk to her in the morning when I get off work.

Speaker speaker\_1: Understood. And then the last thing I do wanna let you know, keep in mind your medical preventative care plan has a network restriction. The network provider information is gonna be on that email where you can call to see which providers in your area are within that network. Okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Well, is there anything else we can assist you with today aside from getting those benefit cards and updating your e-address?

Speaker speaker\_2: No, ma'am.

Speaker speaker\_1: All right. I hope you have a wonderful rest of your day. Thank you so much for giving us a call today.

Speaker speaker\_2: All right.

Speaker speaker\_1: Bye-bye.