Transcript: Malcolm Nash-4818492979200000-4604541196615680

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... Benefits in a Card, this is Malcolm. How can I help you? Uh, good afternoon. Um, I am a, uh, employee for, through BGSS and I wanted to, uh, ask a few questions about, uh, the, I guess, the en- the Benefits in a Card, um, that you guys, uh, offer in, I guess, the beginning of the year. And I, I actually had it, um, I wanna say the beginning of last year? And, uh, I had it for a few months, if you will, but it was, it was not in network anywhere around me, so I went ahead and, uh, canceled it. But I was looking at my, uh... and again, I might have, I might have been looking at the wrong stuff on my Dayforce as far as my pay stubs, but I wanna say it was still charging me for that. Um, is there a way that you can kind of break that down and help me understand what I'm looking at? So, I wouldn't be able to see your pay stubs, but I can see if you still have active coverage. What staffing company you work for? Uh, BGS- BGSS. What's the last four of your Social? Uh, 8083. First name? Uh, Michael. Last name? Bell, B as in boy. For security purposes, can you verify your address and date of birth for me? Uh, a- ooh, let's see. Well, the old ad- the old address is 8610 South Western Boulevard, Apartment 1308, uh, Dallas, Texas 75206. But if it's the other address, it's gonna be- That's the, that's the one that we have on file. Okay, cool, cool. Yeah. All right, and your date of birth? Uh, June 25th of 1992. You... All right. So yeah, it looks like your coverage ended in 6/30/24. Okay, perfect, perfect. I just wanted to make sure because when I was looking at it... I'm try- I'm trying to get logged in. Um, I do have a question. Um, as far as when I log in on the Dayforce, and I don't even know if you know this, but the company, it's asking for the company. Um, is it... would that be BGSS or is there a, a number or something that I put there? I wouldn't know, I wouldn't know that, unfortunately. Um... Crap. Yeah, because that's what I'm trying to figure out. But I did see something on there. Because at Work- Benefits in a Card, we're just the plan administrator for health insurance for staffing companies. All we do is get you enrolled or unenrolled from the coverage. I got you, I got you. Okay, I did find it. It was... One second, sir. Mm-hmm. See if this works. Hmm. Well, I can't log into it, which is fine. Um, but as long as I don't have the coverage, that's fine. Um, I was just curious because I saw... I was trying to pull it up so that I can actually tell you what, what I saw. Um, but if I can't get in, I'll call, I'll call you guys back and, and... Well, heck, you, you, you wouldn't be able to, to help me with that, would you anyways, would you? Help you in what specifically? Um, like, if I get into my account and I, um, tell you exactly what I see as far as a, a number amount, what it's for, could you, could you help me better understand what that is, if possible? I could tell you right now, uh, if you... if it's $33.12, that would be... that would have been what you were paying for your coverage at the time. If it's not $33.12, then I wouldn't be able to tell you what it is. I got you, I got you. Okay. Well, that is perfect, man. I greatly appreciate that, sir. No problem, Mr. Michael. Was there anything else I can help you with today? Uh, no, sir. You've great- you've helped me out

greatly, sir, and I appreciate that. No problem at Basic Health Benefits in a Card. I hope you have a happy New Year's, man. Yes, sir, and you do the same. Thank you. Yes, sir. Bye. Goodbye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: ... Benefits in a Card, this is Malcolm. How can I help you?

Speaker speaker_2: Uh, good afternoon. Um, I am a, uh, employee for, through BGSS and I wanted to, uh, ask a few questions about, uh, the, I guess, the en- the Benefits in a Card, um, that you guys, uh, offer in, I guess, the beginning of the year. And I, I actually had it, um, I wanna say the beginning of last year? And, uh, I had it for a few months, if you will, but it was, it was not in network anywhere around me, so I went ahead and, uh, canceled it. But I was looking at my, uh... and again, I might have, I might have been looking at the wrong stuff on my Dayforce as far as my pay stubs, but I wanna say it was still charging me for that. Um, is there a way that you can kind of break that down and help me understand what I'm looking at?

Speaker speaker_1: So, I wouldn't be able to see your pay stubs, but I can see if you still have active coverage. What staffing company you work for?

Speaker speaker_2: Uh, BGS- BGSS.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: Uh, 8083.

Speaker speaker_1: First name?

Speaker speaker_2: Uh, Michael.

Speaker speaker_1: Last name?

Speaker speaker_2: Bell, B as in boy.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Uh, a- ooh, let's see. Well, the old ad- the old address is 8610 South Western Boulevard, Apartment 1308, uh, Dallas, Texas 75206. But if it's the other address, it's gonna be-

Speaker speaker_1: That's the, that's the one that we have on file.

Speaker speaker_2: Okay, cool, cool. Yeah.

Speaker speaker_1: All right, and your date of birth?

Speaker speaker_2: Uh, June 25th of 1992.

Speaker speaker_1: You... All right. So yeah, it looks like your coverage ended in 6/30/24.

Speaker speaker_2: Okay, perfect, perfect. I just wanted to make sure because when I was looking at it... I'm try- I'm trying to get logged in. Um, I do have a question. Um, as far as when I log in on the Dayforce, and I don't even know if you know this, but the company, it's asking for the company. Um, is it... would that be BGSS or is there a, a number or something that I put there?

Speaker speaker_1: I wouldn't know, I wouldn't know that, unfortunately.

Speaker speaker_2: Um... Crap. Yeah, because that's what I'm trying to figure out. But I did see something on there.

Speaker speaker_1: Because at Work- Benefits in a Card, we're just the plan administrator for health insurance for staffing companies. All we do is get you enrolled or unenrolled from the coverage.

Speaker speaker_2: I got you, I got you. Okay, I did find it. It was... One second, sir.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: See if this works. Hmm. Well, I can't log into it, which is fine. Um, but as long as I don't have the coverage, that's fine. Um, I was just curious because I saw... I was trying to pull it up so that I can actually tell you what, what I saw. Um, but if I can't get in, I'll call, I'll call you guys back and, and... Well, heck, you, you, you wouldn't be able to, to help me with that, would you anyways, would you?

Speaker speaker_1: Help you in what specifically?

Speaker speaker_2: Um, like, if I get into my account and I, um, tell you exactly what I see as far as a, a number amount, what it's for, could you, could you help me better understand what that is, if possible?

Speaker speaker_1: I could tell you right now, uh, if you... if it's $33.12, that would be... that would have been what you were paying for your coverage at the time. If it's not $33.12, then I wouldn't be able to tell you what it is.

Speaker speaker_2: I got you, I got you. Okay. Well, that is perfect, man. I greatly appreciate that, sir.

Speaker speaker_1: No problem, Mr. Michael. Was there anything else I can help you with today?

Speaker speaker_2: Uh, no, sir. You've great- you've helped me out greatly, sir, and I appreciate that.

Speaker speaker_1: No problem at Basic Health Benefits in a Card. I hope you have a happy New Year's, man.

Speaker speaker_2: Yes, sir, and you do the same.

Speaker speaker_1: Thank you.

Speaker speaker_2: Yes, sir. Bye. Goodbye.

Speaker speaker_1: Bye.