

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you? Uh, yes, what is this con- uh, payment consists of? We are the administrator for health insurance for staffing agency. I don't have any insurance through a staffing agency. Um, are you working for a staffing agency at the moment? Uh, yes, I am. Okay. Most likely that they're letting you know that you co-enrolled in the benefits through them. My name's Angela Carter. I didn't, uh, get no insurance through a staffing agency. Right. So we represent the staffing agency with the health insurance. Uh, how do you got our number? Do you got a text? A email? Yes. Yes, a text. So, most likely it's that they letting you know that you co-enrolled through the staffing agency, um, for the health benefits. Okay. That's most, must be the text. Are you able to read it back to me and I'll con- confirm that to you, if you would like to. I will. Hang on one second. See if I can get back to it. No. Just had a It said, "There was a lapse in coverage in the last one, two weeks due to a missed in payroll deduction. Call BIC at this number, the 800-9- uh, 497-4856 if you wish to make a payment." And what's the name of the staffing agency you work for? AmeriStaff. AmeriStaff? Let me... AmeriStaff... Most likely you was auto-enrolled in the health benefits through them because they do auto-enroll you if you don't decline their auto-enrollment when you sign up for the job.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Uh, yes, what is this con- uh, payment consists of?

Speaker speaker_1: We are the administrator for health insurance for staffing agency.

Speaker speaker_2: I don't have any insurance through a staffing agency.

Speaker speaker_1: Um, are you working for a staffing agency at the moment?

Speaker speaker_2: Uh, yes, I am.

Speaker speaker_1: Okay. Most likely that they're letting you know that you co-enrolled in the benefits through them.

Speaker speaker_2: My name's Angela Carter. I didn't, uh, get no insurance through a staffing agency.

Speaker speaker_1: Right. So we represent the staffing agency with the health insurance. Uh, how do you got our number? Do you got a text? A email?

Speaker speaker_2: Yes. Yes, a text.

Speaker speaker_1: So, most likely it's that they letting you know that you co-enrolled through the staffing agency, um, for the health benefits.

Speaker speaker_2: Okay.

Speaker speaker_1: That's most, must be the text. Are you able to read it back to me and I'll con- confirm that to you, if you would like to.

Speaker speaker_2: I will. Hang on one second. See if I can get back to it. No.

Speaker speaker_3: Just had a

Speaker speaker_4: It said, "There was a lapse in coverage in the last one, two weeks due to a missed in payroll deduction. Call BIC at this number, the 800-9- uh, 497-4856 if you wish to make a payment."

Speaker speaker_1: And what's the name of the staffing agency you work for?

Speaker speaker_2: AmeriStaff.

Speaker speaker_1: AmeriStaff? Let me... AmeriStaff... Most likely you was auto-enrolled in the health benefits through them because they do auto-enroll you if you don't decline their auto-enrollment when you sign up for the job.