

Transcript: Pearl

Rojas-4560840822013952-6118314159030272

Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Car- Hello? What did she say? Yes, this is Holly Kendall. I'm sorry. You keep cutting out. I just Oh, I'm sorry. How can I assist you? Yeah, I got a text message saying that my coverage had lapsed the last couple weeks because there was a missed deduction of payroll. I'm a school nurse so when they are off school, I'm off. So I was off for spring break. Great. So when something like that happens, you have, um, one of two choices. You could make a direct payment so your coverage is active that week, or, um, just wait until your next payroll check and the deduction will come on, your coverage will become active again. Okay, so it should just come out this week then, right? Correct. If you continue to work for the same agency with the same, all the same information, you should begin... Again, like you said, it was just spring break, the deduction will happen again and you'll become active the following week. Okay. So I'll become... It's just crazy. So on the week that it hap- Like, on the week that I'm gonna be off, like during the summer when I'm off for two months, what do I do in those situations? Just call and make a payment? So you're able... Yep. So you're able to make four direct payments with us and then on week five, you'll get a notice from a, uh, a company called Cobra and you'll be offered to keep the coverage through them. Mm-hmm. Um, I'm not sure if the payments stay the same or if it's, uh, the same price as that. They'll tell you, explain then. And then once you begin working again with the staffing agency, um, you'll be able to reinstate your coverage and then- Okay. ... it will come out of your paycheck again like normal. Okay. So this week when it comes out, I'll be active again. You'll become active on the following Monday. All right, thank you. No problem. Have a good day. Bye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Car- Hello? What did she say?

Speaker speaker_1: Yes, this is Holly Kendall. I'm sorry. You keep cutting out.

Speaker speaker_0: I just Oh, I'm sorry. How can I assist you?

Speaker speaker_1: Yeah, I got a text message saying that my coverage had lapsed the last couple weeks because there was a missed deduction of payroll. I'm a school nurse so when they are off school, I'm off. So I was off for spring break.

Speaker speaker_0: Great. So when something like that happens, you have, um, one of two choices. You could make a direct payment so your coverage is active that week, or, um, just

wait until your next payroll check and the deduction will come on, your coverage will become active again.

Speaker speaker_1: Okay, so it should just come out this week then, right?

Speaker speaker_0: Correct. If you continue to work for the same agency with the same, all the same information, you should begin... Again, like you said, it was just spring break, the deduction will happen again and you'll become active the following week.

Speaker speaker_1: Okay. So I'll become... It's just crazy. So on the week that it hap- Like, on the week that I'm gonna be off, like during the summer when I'm off for two months, what do I do in those situations? Just call and make a payment?

Speaker speaker_0: So you're able... Yep. So you're able to make four direct payments with us and then on week five, you'll get a notice from a, uh, a company called Cobra and you'll be offered to keep the coverage through them.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, I'm not sure if the payments stay the same or if it's, uh, the same price as that. They'll tell you, explain then. And then once you begin working again with the staffing agency, um, you'll be able to reinstate your coverage and then-

Speaker speaker_1: Okay.

Speaker speaker_0: ... it will come out of your paycheck again like normal.

Speaker speaker_1: Okay. So this week when it comes out, I'll be active again.

Speaker speaker_0: You'll become active on the following Monday.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: No problem. Have a good day.

Speaker speaker_1: Bye.