

Transcript: Pearl

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Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Huddleston, who is speaking with? This is Najah Austin. And how can I assist you? I was trying to add dental to my insurance. Okay. What's the name of the staffing agency you work for? WorkSmart. And the last four digits of your social? 65333. All right. And if you can confirm your address and date of birth for me? Uh, April 3rd, 1993. And your address? Uh, 800 31st Street East, Tuscaloosa, Ala- Alabama 35401. It is Apartment 406. Mm-mm. Re- repeat your address for me? I think we have half of it correct. Can you just- 800 31st Street East, Apartment 406, Tuscaloosa, Alabama 35401. Did you move apartment numbers or to a different part of that street? Yeah, it's different, uh, building. I mean the building now. Okay. That's what it is I'm looking at here. Okay. Now I have your phone number as 659-239-0790. 259-0790. Yeah. All right. And how long have you been working for WorkSmart? Like, you talking about from when I first started? Um, the last time you were hired on? Oh, since January. Because I have... Your most recent hire date I have is from 2024. Yeah, you probably got from December. Mm-hmm. Yeah. Because I got a si- yeah, yeah, an assignment end, and I started my new assignment in January. It might- Okay. It probably run current. Okay. So, I can perform an eligibility review to confirm whether you're eligible or not, but I don't believe you're re- eligible to enroll. You have to have a break of, um, 90 days to be considered a rehire. But I can definitely put in a re- uh, eligibility review to confirm that. Okay. Um, this is just basically our, our front office, um, contacting your, your staffing agency to confirm whether you're eligible or not. If you are eligible, I'll, uh, I'll give you a call back and we can enroll you in the plans that you request. And if you're not eligible, you have to wait for company open enrollment. Okay. Because that's what she s- she had told me, just to call y'all and let y'all know I want to add it to it. Yes, sir. What, um... So you just want to do the dental? Yeah, I want to add, like... I know it's, it's health, right? But I want to add dental to it too. You're currently not enrolled in any coverage. Uh, they've been taking out my check every week since they... or I had to call y'all to get it enrolled? Who calls us to enroll you, because the only way that you can be enrolled is if you call or you f- Yeah. ... you fill out an enrollment form. Okay. And, uh, WorkSmart told me to call this number. Well, this number- I just called for the... Yeah. You said previously you were, um... or so you said that they've been taking out money from your check? Yeah. But we don't have any... We don't have any enrollment for you since 2023. And even then, there was no deduction due. Your coverage never became active. Do you know what it says as the deduction on your payroll? Uh, I can look it up. Yeah, if you would take a look for me. Let me see. It say I'm paying 803 out my last check. It say I pay 803 for Medicaid. Well, for medical. Oh, did you pay med- Okay, so what does it exactly say next to the deduction, the 803? It say eight... uh, it say 22.30 for year to date. Um, but no, so the name next to the deduction. Oh, M-E-D-E-E? Mm-hmm. It got M-E-D-E-E? Let's see, and you said 803? Right, the letter M-E-D

and double E. Yeah, I don't have any plans that are of that price. That could be a state deduction or a deduction from something else. But it's not for the medical from your staffing agency. So I suppose... as far... I have to, um, enroll then? Yeah, you'll have to enroll in medical, uh, um, if you're wanting it and then whatever other plans you're wanting. Yeah, I can go on and do it. Okay, so give me one moment. Okay. So we're going to do dental, and then as far as medical, there's two medical plans, the VIP Classic and the VIP Basic. The Classic is \$20.06 a week and the Basic is \$16.80- 68 a week. There's no copays or deductibles. You just, um... the coverage is up to a certain dollar amount for each service. Okay. Um, you don't have to see a doctor in a network. You just have to make sure that the, um, doctor's office accepts your insurance. Okay. Okay, so which plan would you want to enroll in, the 16- 68 or the 20.06? We can do the 16. Okay. So the VIP Basic and dental... And this is coverage for just yourself? Yeah, it's just for me. Okay, I'll go ahead and get this eligibility review sent. And then as soon as they let me know what... if you're eligible or not, then I'll give you a call back and we can go from there. Okay. Okay. Do you have any questions? No, ma'am. Do you have any questions? No, that'd be all. Thank you so much for calling. You have a great day. All right.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Huddleston, who is speaking with?

Speaker speaker_1: This is Najah Austin.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I was trying to add dental to my insurance.

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: WorkSmart.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 65333.

Speaker speaker_0: All right. And if you can confirm your address and date of birth for me?

Speaker speaker_1: Uh, April 3rd, 1993.

Speaker speaker_0: And your address?

Speaker speaker_1: Uh, 800 31st Street East, Tuscaloosa, Ala- Alabama 35401. It is Apartment 406.

Speaker speaker_0: Mm-mm. Re- repeat your address for me? I think we have half of it correct. Can you just-

Speaker speaker_1: 800 31st Street East, Apartment 406, Tuscaloosa, Alabama 35401.

Speaker speaker_0: Did you move apartment numbers or to a different part of that street?

Speaker speaker_1: Yeah, it's different, uh, building. I mean the building now.

Speaker speaker_0: Okay. That's what it is I'm looking at here. Okay. Now I have your phone number as 659-239-0790.

Speaker speaker_1: 259-0790. Yeah.

Speaker speaker_0: All right. And how long have you been working for WorkSmart?

Speaker speaker_1: Like, you talking about from when I first started?

Speaker speaker_0: Um, the last time you were hired on?

Speaker speaker_1: Oh, since January.

Speaker speaker_0: Because I have... Your most recent hire date I have is from 2024.

Speaker speaker_1: Yeah, you probably got from December.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yeah. Because I got a si- yeah, yeah, an assignment end, and I started my new assignment in January. It might-

Speaker speaker_0: Okay.

Speaker speaker_1: It probably run current.

Speaker speaker_0: Okay. So, I can perform an eligibility review to confirm whether you're eligible or not, but I don't believe you're re- eligible to enroll. You have to have a break of, um, 90 days to be considered a rehire. But I can definitely put in a re- uh, eligibility review to confirm that.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, this is just basically our, our front office, um, contacting your, your staffing agency to confirm whether you're eligible or not. If you are eligible, I'll, uh, I'll give you a call back and we can enroll you in the plans that you request. And if you're not eligible, you have to wait for company open enrollment.

Speaker speaker_1: Okay. Because that's what she s- she had told me, just to call y'all and let y'all know I want to add it to it.

Speaker speaker_0: Yes, sir. What, um... So you just want to do the dental?

Speaker speaker_1: Yeah, I want to add, like... I know it's, it's health, right? But I want to add dental to it too.

Speaker speaker_0: You're currently not enrolled in any coverage.

Speaker speaker_1: Uh, they've been taking out my check every week since they... or I had to call y'all to get it enrolled?

Speaker speaker_0: Who calls us to enroll you, because the only way that you can be enrolled is if you call or you f-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... you fill out an enrollment form.

Speaker speaker_1: Okay. And, uh, WorkSmart told me to call this number.

Speaker speaker_0: Well, this number-

Speaker speaker_1: I just called for the... Yeah.

Speaker speaker_0: You said previously you were, um... or so you said that they've been taking out money from your check?

Speaker speaker_1: Yeah.

Speaker speaker_0: But we don't have any... We don't have any enrollment for you since 2023. And even then, there was no deduction due. Your coverage never became active. Do you know what it says as the deduction on your payroll?

Speaker speaker_1: Uh, I can look it up.

Speaker speaker_0: Yeah, if you would take a look for me.

Speaker speaker_2: Let me see.

Speaker speaker_1: It say I'm paying 803 out my last check. It say I pay 803 for Medicaid. Well, for medical.

Speaker speaker_0: Oh, did you pay med- Okay, so what does it exactly say next to the deduction, the 803?

Speaker speaker_1: It say eight... uh, it say 22.30 for year to date.

Speaker speaker_0: Um, but no, so the name next to the deduction.

Speaker speaker_1: Oh, M-E-D-E-E?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: It got M-E-D-E-E?

Speaker speaker_0: Let's see, and you said 803?

Speaker speaker_1: Right, the letter M-E-D and double E.

Speaker speaker_0: Yeah, I don't have any plans that are of that price. That could be a state deduction or a deduction from something else. But it's not for the medical from your staffing agency.

Speaker speaker_1: So I suppose... as far... I have to, um, enroll then?

Speaker speaker_0: Yeah, you'll have to enroll in medical, uh, um, if you're wanting it and then whatever other plans you're wanting.

Speaker speaker_1: Yeah, I can go on and do it.

Speaker speaker_0: Okay, so give me one moment. Okay. So we're going to do dental, and then as far as medical, there's two medical plans, the VIP Classic and the VIP Basic. The Classic is \$20.06 a week and the Basic is \$16.80- 68 a week. There's no copays or deductibles. You just, um... the coverage is up to a certain dollar amount for each service.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, you don't have to see a doctor in a network. You just have to make sure that the, um, doctor's office accepts your insurance.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, so which plan would you want to enroll in, the 16- 68 or the 20.06?

Speaker speaker_1: We can do the 16.

Speaker speaker_0: Okay. So the VIP Basic and dental... And this is coverage for just yourself?

Speaker speaker_1: Yeah, it's just for me.

Speaker speaker_0: Okay, I'll go ahead and get this eligibility review sent. And then as soon as they let me know what... if you're eligible or not, then I'll give you a call back and we can go from there.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Do you have any questions?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: No, that'd be all.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: All right.