

## Transcript: VICTORIA

**Taylor-4746449637261312-4737899934433280**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, um, Wag- Wagner gave me this phone number. I was calling because I had a... I got hurt on July 10th of last year and I have not received any of my short-term or long-term. Is that make- Okay. What's the name of the agency you work through? Uh, Wagner Staffing. And the last four of your Social? 4131. And your first and last name? LaShonda Grace. Okay. Do you mind verifying your address and date of birth? Address is PO Box 374, Roselle, Georgia, 31079. Date of birth is June 10th, 1986. And phone number is the same phone number you're calling from? Yes. And then email is going to be last name first name @yahoo.com? That's correct. Okay. So, I don't see that you were ever enrolled into short-term disability. We don't offer long term, um, but I don't even see that you were enrolled into short term. Well, I, I, um, I um... I en- I enrolled when I first started. Yeah. So you enrolled into the MEC standalone, which is a preventative medical plan, but there is no short-term disability in that enrollment. Well, I, I, I enrolled in both of them. Yeah. I'm not seeing that in my system. What in the world? Because I remember me doing both of them when she asked me did I want... 'Cause she was... She gave me the opportunity to opt out, but I said, I told her that I wanted both. I don't even have a health insurance card with, with the medical insurance card. Okay. I know it's coming from somebody though. Yeah, no. At this point, I don't even have access to it because that enrollment is no longer active. It looks like it ended back in July of '24. Ended? Yes. So the... What you were enrolled into was the MEC standalone and it ended in July of '24. The last day was July 28th, '24. So I'm... I don't even have medi- the medical insurance either? Not currently. Okay. So what... How can I, um, re-enroll in the short-term and the medical? I need both of those. So the only... Are you actively working with Wagner? No, I had a... I got hurt. Okay. I mean, the only thing I would be able to do is a reinstatement, but I still wouldn't be able to add on short-term disability. A reinstatement is just reinstating the coverage that you previously had if you are working with Wagner Staffing. I mean, I'm not working at the time. Yeah. So I, I mean, at this... At that point, there's nothing we can do. Uh-huh. This is crazy.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Yes, um, Wag- Wagner gave me this phone number. I was calling because I had a... I got hurt on July 10th of last year and I have not received any of my short-term or long-term. Is that make-

Speaker speaker\_0: Okay. What's the name of the agency you work through?

Speaker speaker\_1: Uh, Wagner Staffing.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 4131.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: LaShonda Grace.

Speaker speaker\_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Address is PO Box 374, Roselle, Georgia, 31079. Date of birth is June 10th, 1986.

Speaker speaker\_0: And phone number is the same phone number you're calling from?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then email is going to be last name first name @yahoo.com?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: Okay. So, I don't see that you were ever enrolled into short-term disability. We don't offer long term, um, but I don't even see that you were enrolled into short term.

Speaker speaker\_1: Well, I, I, um, I um... I en- I enrolled when I first started.

Speaker speaker\_0: Yeah. So you enrolled into the MEC standalone, which is a preventative medical plan, but there is no short-term disability in that enrollment.

Speaker speaker\_1: Well, I, I, I enrolled in both of them.

Speaker speaker\_0: Yeah. I'm not seeing that in my system.

Speaker speaker\_1: What in the world? Because I remember me doing both of them when she asked me did I want... 'Cause she was... She gave me the opportunity to opt out, but I said, I told her that I wanted both. I don't even have a health insurance card with, with the medical insurance card.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I

Speaker speaker\_2: know it's coming from somebody though.

Speaker speaker\_0: Yeah, no. At this point, I don't even have access to it because that enrollment is no longer active. It looks like it ended back in July of '24.

Speaker speaker\_1: Ended?

Speaker speaker\_0: Yes. So the... What you were enrolled into was the MEC standalone and it ended in July of '24. The last day was July 28th, '24.

Speaker speaker\_1: So I'm... I don't even have medi- the medical insurance either?

Speaker speaker\_0: Not currently.

Speaker speaker\_1: Okay. So what... How can I, um, re-enroll in the short-term and the medical? I need both of those.

Speaker speaker\_0: So the only... Are you actively working with Wagner?

Speaker speaker\_1: No, I had a... I got hurt.

Speaker speaker\_0: Okay. I mean, the only thing I would be able to do is a reinstatement, but I still wouldn't be able to add on short-term disability. A reinstatement is just reinstating the coverage that you previously had if you are working with Wagner Staffing.

Speaker speaker\_1: I mean, I'm not working at the time.

Speaker speaker\_0: Yeah. So I, I mean, at this... At that point, there's nothing we can do.

Speaker speaker\_1: Uh-huh. This is crazy.