

Transcript: VICTORIA

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes. Yes, I was trying to see if I could keep my, um, insurance. I, um, got hired onto the job permanently, so I'm guessing that whatever insurance that I was using with the staffing agency, um, I can't use it, or... I don't know. I just wanna extend it until I can get health insurance from my- the job that I'm with now, and I wanted to see if I could make a payment. I think that it stopped, it canceled, so I was trying to see how much would it cost me to resume the coverage. Okay. Um, let me pull up your file. What's the name of the agency you work for? Um, TRC Staffing. And the last four of your Social? 9659. And your first and last name? Shaquise Johnson. All right. Do you mind verifying your address and date of birth? Yes. My address is 4900 Delano Road, um, Apartment 11B, College Park, Georgia, 30349, and my birthday is 10/13/1999. And then phone number 205-643-0227? Yes. And, uh, email is gonna be first name at icloud.com? Yes. Okay. Um, so basically how it works is... Uh, did you get hired onto another company? Uh, yeah, like, to the company... Um, that they- they- I got hired to the assignment, like, the company that they assigned me to, I got hired onto them. Okay. So, basically how it works is when you're no longer working through TRC, uh, we do give you four weeks from the last, uh, paycheck that you received to make a direct payment with us over the phone. And then on the fifth week of not receiving a payroll deduction, any plans that are eligible for COBRA will roll over to COBRA, and that's the only way to continue it from there. But as of right now, um, you can make a direct payment with us over the phone. You can just only do so for up to four weeks. So, so it hasn't been four weeks for me, right? No, ma'am. I see that this week is the first week your coverage is not active. Okay. So, so I- I have four weeks to make a payment? Yeah. This week would be the first week, next week would be the second, the t- week of the 23rd would be the third, and the week of December 30th would be the fourth week. Oh, okay. Okay, I understand. Um, okay. So it's not gonna be active until after I make a payment? Okay, I got that. And you said that it'll roll over to COBRA depending on if it's acceptable or- So any plans- ... like a plan? Yeah. Any plans that are eligible for COBRA will roll over to them on the fifth week of not receiving a payroll deduction. Oh, okay. Okay. So, um, I do not know how much... Well, I could check. Well, c- can you tell me how much it will cost to, um... yeah, to make it more- to make it active again? So, I don't have access to the COBRA pricing. Once the coverage rolls over to COBRA, you would have to contact COBRA to get the pricing for that. But if you're just wanting to make a direct payment with us to make your coverage active for the week, you would still pay what you have been paying, which is \$23.39. Okay. Okay. All righty. Um, thank you so much for helping me out. Thank you so much. You're welcome. Did you want to make that payment, or...? Um, no. I'll make it tomorrow. Okay. You have a wonderful night. Thank you. You too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Yes. Yes, I was trying to see if I could keep my, um, insurance. I, um, got hired onto the job permanently, so I'm guessing that whatever insurance that I was using with the staffing agency, um, I can't use it, or... I don't know. I just wanna extend it until I can get health insurance from my- the job that I'm with now, and I wanted to see if I could make a payment. I think that it stopped, it canceled, so I was trying to see how much would it cost me to resume the coverage.

Speaker speaker_1: Okay. Um, let me pull up your file. What's the name of the agency you work for?

Speaker speaker_2: Um, TRC Staffing.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 9659.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Shaquise Johnson.

Speaker speaker_1: All right. Do you mind verifying your address and date of birth?

Speaker speaker_2: Yes. My address is 4900 Delano Road, um, Apartment 11B, College Park, Georgia, 30349, and my birthday is 10/13/1999.

Speaker speaker_1: And then phone number 205-643-0227?

Speaker speaker_2: Yes.

Speaker speaker_1: And, uh, email is gonna be first name at icloud.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so basically how it works is... Uh, did you get hired onto another company?

Speaker speaker_2: Uh, yeah, like, to the company... Um, that they- they- I got hired to the assignment, like, the company that they assigned me to, I got hired onto them.

Speaker speaker_1: Okay. So, basically how it works is when you're no longer working through TRC, uh, we do give you four weeks from the last, uh, paycheck that you received to make a direct payment with us over the phone. And then on the fifth week of not receiving a payroll deduction, any plans that are eligible for COBRA will roll over to COBRA, and that's

the only way to continue it from there. But as of right now, um, you can make a direct payment with us over the phone. You can just only do so for up to four weeks.

Speaker speaker_2: So, so it hasn't been four weeks for me, right?

Speaker speaker_1: No, ma'am. I see that this week is the first week your coverage is not active.

Speaker speaker_2: Okay. So, so I- I have four weeks to make a payment?

Speaker speaker_1: Yeah. This week would be the first week, next week would be the second, the t- week of the 23rd would be the third, and the week of December 30th would be the fourth week.

Speaker speaker_2: Oh, okay. Okay, I understand. Um, okay. So it's not gonna be active until after I make a payment? Okay, I got that. And you said that it'll roll over to COBRA depending on if it's acceptable or-

Speaker speaker_1: So any plans-

Speaker speaker_2: ... like a plan?

Speaker speaker_1: Yeah. Any plans that are eligible for COBRA will roll over to them on the fifth week of not receiving a payroll deduction.

Speaker speaker_2: Oh, okay. Okay. So, um, I do not know how much... Well, I could check. Well, c- can you tell me how much it will cost to, um... yeah, to make it more- to make it active again?

Speaker speaker_1: So, I don't have access to the COBRA pricing. Once the coverage rolls over to COBRA, you would have to contact COBRA to get the pricing for that. But if you're just wanting to make a direct payment with us to make your coverage active for the week, you would still pay what you have been paying, which is \$23.39.

Speaker speaker_2: Okay. Okay. All righty. Um, thank you so much for helping me out. Thank you so much.

Speaker speaker_1: You're welcome. Did you want to make that payment, or...?

Speaker speaker_2: Um, no. I'll make it tomorrow.

Speaker speaker_1: Okay. You have a wonderful night.

Speaker speaker_2: Thank you. You too.

Speaker speaker_1: Thank you. Bye-bye.