

## Transcript: Chris Sofield

(deactivated)-5809657609142272-6711333547360256

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Hello? Hello, thank you for calling Benefits in a Card, this is Chris. How can I help you today? Hold on one second. Yes, um, my name is Timothy Hates and I currently work, uh, I guess for a company that y'all, uh, cover. And I was curious if, um, uh, my kid, I have a two-year-old daughter, would her, uh, appointments be covered? Hello? Uh, let, oh, let me take a look and see, uh, what your coverage is at the moment. What staffing company do you work with? Uh, Crown Staffing. All right, and the last four of your Social? 2002. All right. Your first and last name? Timothy, and last name is A-T-E-S. Okay. Could you verify your address and your date of birth for me? Uh, it is 3523 South Linn Street, Independence Avenue, 64055. And what was the other one you needed? Uh, your date of birth. 6-16-78. Thank you. So on, on file of 913-337-0240, is that correct? Uh, yeah, but I need to change that if possible. Okay, yeah, we can change that. What's the new number? Uh, let me look it up right quick. I need to change that. I don't have the right number. Oh, I got a new phone, man, I don't know how to work it. Oh, it's, uh, are you there? Are you there? Yeah. Oh, shit. Oh, it is, uh... Well, where did it go? I just had it. Bro, what is my number? Oh, uh, your number is, uh, your number is, uh, - 816-730-80-59. Yeah. All right, awesome. Thank you. All right, we'll go ahead and update that. And then let me take a look. I'm not showing that you're currently enrolled into any insurance with Crown Services. No, I, I'm not. I'm asking does, does your plan... Do you have a plan that would cover my child? Because if not- Oh, okay. All right. Now I understand what you're asking. All right, um, my apologies. I misunderstood your question originally. Uh, so yeah, so there is, uh, there are coverages available for employee and child. Um, that, that... Like, all the plans except for, like, two of them would, uh, you'd be able to add your child on. So that'd be for, like, medical, dental, vision, all of that kind of stuff. Um, so pretty much any of the plans available from Crown Services, uh, except for short-term disability and critical illness, you are able to put your child on as well. Um... Okay. Well, I mean, I, dude, I've never dealt with insurance. Help me out here. Which, I mean, I have a two-year-old. I want the best one for my child, I don't really too much care for myself. But, you know, my child is, uh, what I'm, I'm after here. So help me out with a plan. Right. So unfortunately, I'm not able to provide any sort of, like, recommendations or anything like that, uh, just because that's not something we're allowed to do. Uh, but what I can tell you- Okay. ... um, as far as the medical coverages available, there are four. There's the Stay Healthy Preventative Care Only Plan. Now this will cover things like physicals, vaccines, cancer screenings, um, things like that. Um, but it by itself would not cover, like, standard doctor's visits, hospital visits or anything like that. Uh, there's the- Okay. ... there's the VIP plans, standard and classic. These plans will cover more, like the doctor's visits, hospital visits and things like that. But those physicals, vaccines, and those other

preventative care services are not covered by VIP. Uh, and then finally, there's the Stay Healthy Enhanced Plan which is kind of a combination plan. It'll cover, uh, both the preventative services, so like, the physicals, the vaccines, the cancer screenings and all of that, on top of also covering those doctor's visits, hospital visits and things like that. Okay. Uh, right. I still don't know what I'm supposed to be doing, bro. You know what I mean? No, if, if you... Yeah, I mean, I, um, all you would need to do is just, uh, of those four plans, let me know which one you want and I, I can set the enrollment up, um, over the phone with you. Uh, I just need to know, like I said, which, which insurance policy you would, you would prefer to have. Um, again, to go over them real briefly. Uh, there's a Preventative Care Only Plan, uh, so it's only good for the... Sorry, go ahead. You ain't understanding. I hear everything you're saying. I hear exactly what you said the plans cover. Okay. But I don't go to hospitals. I don't know about insurance. I don't know what I need. But I, what I want to do is take care of my daughter. So you pick whichever one takes care of my daughter and her appointments and... the, the best one for her. I, I'm- I mean- ... I'm sorry, sir, but I cannot pick a plan for you. How the hell you want me to get some of your insurance? Hold up. Hey, so, so, so give him the... How much, how much is the, uh, the, uh, platinum? The- so you got four different, uh, plans, right? So there's... Yeah, there's the preventative care only plan, uh, so it's- Okay. ... good for, yeah, just those preventative care services. Yeah. Then there's two plans that cover- Hold on, VIP? S- yeah, VIP, standard and classic, those will cover doctor's visits, hospital visits and things like that, but no preventative care. Which, which- And then finally- Hold on, hold on. Hold on, hold on. And then what's, what's that, what's that... You going to... You... That's two of them. What's the third one and the fourth one? So, no, there, there's, there's two, uh, there's two levels of VIP, standard and classic. Okay. They cover the same types of benefit. They own- Okay. The only difference between them is that classic will cover a little bit more towards, like, surgeries and, and hospitalizations, and standard won't. But- So VIP doesn't get that? VIP should carry that, right? I'm sorry? VIP carries all the... So VIP, it carries everything. Which VIP package would be the best one? Which one- So- What are two out of the VIP? So of the two VIP plans, they're the standard and classic. They are both, they are both medical only, they do not cover anything else, and they both do not cover preventative care, so those physicals and vaccines- So- ... and things like that, neither VIP plan covers. Both of those coverages... So both of those coverages, standard and classic, out of the VIP, don't carry... don't cover all of the stuff? Correct, so those are medical only. Uh, then the- Damn, that's weird. ... then there's a plan called- But his daughter... Would his daughter still be able to get doctor's revisions, like be able to see the doctor with Doctor Karen if she was to get sick or whatever like that? Would that back that up? Yes. Yes. Doctor's visits- And would that also... Yep, doctor... Go ahead. Doctor's visits? Yeah, so doctor's visits would be covered by either VIP plan. Um, they- Okay. ... would not be covered by that preventative care only plan, so, like, if she gets sick, the stay healthy preventative care only plan would not cover that. Okay, but we need that VIP plan then, huh? So that, that's one of the options. The other option is the... Then, like, those are two options. The final option is the stay healthy enhanced plan. Now, this one will cover doctor's visits if, if they get sick or anything like that, but they will also cover- Oh. ... they will also cover preventative care services, so things like vaccines, like the shots and, and, uh- Yeah, but that's what he wants- ... cancer screenings and chemicals. That's what... That's so... So that's what he's basically saying. He wants that right there, the best. He wants the b-... So he's really not, you know what I'm saying, worrying too much about

himself, but he knows he's the carrier. But, you know what I'm saying, he wants that plan that you seeing right now that carries everything. There's no need to go through that, breaking it down and saying, "Hey, you don't get this or that." We want the coverage that carries everything, so that m-... Whatever, whatever we gotta do to get into that mode, we want that best coverage thing, that last one that you said. How much is that? How much... I didn't check. So that plan, that stay healthy enhanced plan for employee and child is \$70.17 per week. Oh, that ain't shit. \$70.17, \$70.17 per week? Yes, sir. All right. Well, okay. Okay. Uh- How do we proceed from here? How do we proceed? He wants to go on with that. That's the best one. Okay. All right, so 70.17 for the medical. Now, uh, did you want to add anything else, like dental, vision, life insurance, um, accident c-... Anything like that? No, no, no. Okay, so medical only needs a s- No, no, no. Sorry, go ahead. Hold on, hold on. Hold on, hold on, hold on. You saying as far as, uh, uh, you said dental? He ain't gotta worry about nothing. I'm just saying, she, she don't get dental? This ain't, this don't cover her. So that, that- I mean, I don't... Uh- ... that \$70 plan, that is a medical only plan. That does not cover anything that isn't medical, so like dental and vision are not covered by that plan. If she get hurt or need medical- Yeah, I just need cover for her, her checkups and things. Okay, that's it. You know what I'm saying? That's it, that's a set. Give him that \$70.15 plan, don't go no more than that. That's it. That's the one he want. Okay. All right, sir. That's what he want. He wants the platinum withou- not all of that bullshit. Yeah, that's it. Just give him sign on the dotted line, take it out to the check, you ready. Excellent. So- That's what he want. All right, \$70.17 per week, we'll go ahead and set that up now. It's going to take one to two weeks for the enrollment process. Once processing is complete, you should start seeing those deductions coming out of your checks. Your policy becomes effective the Monday following the first deduction, with ID cards typically arriving within a week or two after that effective date. Uh, let me go ahead and get what I need to add your, to add your daughter onto the policy. What is her first and last name? Um, I don't have all her information. It's at, uh, her mother's house, so I'll have to get back with you on that. But her first and last name- Okay. Sorry, go ahead. Her first and last name is Paisley, P-A-I-S-L-E-Y- Mm-hmm. Dominguez. D-O-M-I-N-G-U-E-Z. Okay, and then, um, do you... uh, what's her date of birth? Oh, shit, uh... Aw. Oh my God, uh... Uh, May... Man. One second. Okay. I'm going to run next door. She only lives next door. I'm going to run over there and bang on the door and get her to give you this information. Okay. Yeah, headed that way now. I want to say it's March 4th, May. But, uh, I'm not real sure. Are you still there? Uh, yes, sir, I'm still here. Uh, well, I'm at her door now. It's me. Yeah. And, uh... What's that? I need information on Paisley. Hello? Uh, yes, ma'am. Hi, my name is Chris, so I'm with Benefits and a Card. I'm helping, uh, Timothy enroll into health insurance plans for him and Paisley, but we just need- Yes. ... P- uh, Paisley's social and date of birth, if you have that information. Oh, yeah, I brought it home. Just give me a minute to get it. Okay. Come on, baby. Come here. What you got? Come on. Okay, her social. Okay, here are her social. Um, 792-83-0983. All right, and her date of birth? Her date of birth is May 3rd of '22. All right, thank you. That's all I needed to be able to add Paisley to the policy. Um, if you could hand the phone back over to Timothy, I'll go ahead and finish out explaining what I need to. All right, thank you so much. Yeah. Thank you. Here. You got that still? You got things set up? Let me help you. Hello? All right, uh, Mr. H, so I've got, I've got Paisley added on here. We've got everything we need. Um, again, it's going to take, like I said, about one to two weeks for everything to process. Once you see deductions, policy's effective following week. Cover, like, ID cards should arrive

about a week or two in, within that effective date. Um- Does this... It matters- Go ahead. ... if she doesn't live at my address? Uh, no, no, no, no, that, that doesn't matter. Um, as long as she's on the policy, she'll be able to use, she'll be able to use the insurance, um, even if, even if she doesn't live with you, that's fine. Um, so yeah. Uh, now, the only thing is that ID cards will only arrive to your address and your name. Um, you can just- Okay. ... make copies of those or whatever for, uh, for her mother to carry if she needs to take them, take her to the doctor or something like that. Okay. Um, but that's, that's entirely up to you on how you want to proceed with that. Okay. All right. Um, but yeah, that's everything I needed to get you set up for the enrollment. Was there anything else I could help you with? That'll be it. All right, then. Well, if that's everything, thank you again for calling Benefits and a Card. You have a wonderful day. All right, buh-bye. All right, bye now.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker\_2: Hello?

Speaker speaker\_0: Hello, thank you for calling Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker\_2: Hold on one second. Yes, um, my name is Timothy Hates and I currently work, uh, I guess for a company that y'all, uh, cover. And I was curious if, um, uh, my kid, I have a two-year-old daughter, would her, uh, appointments be covered? Hello?

Speaker speaker\_0: Uh, let, oh, let me take a look and see, uh, what your coverage is at the moment. What staffing company do you work with?

Speaker speaker\_2: Uh, Crown Staffing.

Speaker speaker\_0: All right, and the last four of your Social?

Speaker speaker\_2: 2002.

Speaker speaker\_0: All right. Your first and last name?

Speaker speaker\_2: Timothy, and last name is A-T-E-S.

Speaker speaker\_0: Okay. Could you verify your address and your date of birth for me?

Speaker speaker\_2: Uh, it is 3523 South Linn Street, Independence Avenue, 64055. And what was the other one you needed?

Speaker speaker\_0: Uh, your date of birth.

Speaker speaker\_2: 6-16-78.

Speaker speaker\_0: Thank you. So on, on file of 913-337-0240, is that correct?

Speaker speaker\_2: Uh, yeah, but I need to change that if possible.

Speaker speaker\_0: Okay, yeah, we can change that. What's the new number?

Speaker speaker\_2: Uh, let me look it up right quick. I need to change that. I don't have the right number. Oh, I got a new phone, man, I don't know how to work it. Oh, it's, uh, are you there? Are you there?

Speaker speaker\_0: Yeah.

Speaker speaker\_2: Oh, shit. Oh, it is, uh... Well, where did it go? I just had it. Bro, what is my number?

Speaker speaker\_1: Oh, uh, your number is, uh, your number is, uh, - 816-730-80-59. Yeah.

Speaker speaker\_0: All right, awesome. Thank you. All right, we'll go ahead and update that. And then let me take a look. I'm not showing that you're currently enrolled into any insurance with Crown Services.

Speaker speaker\_2: No, I, I'm not. I'm asking does, does your plan... Do you have a plan that would cover my child? Because if not-

Speaker speaker\_0: Oh, okay. All right. Now I understand what you're asking. All right, um, my apologies. I misunderstood your question originally. Uh, so yeah, so there is, uh, there are coverages available for employee and child. Um, that, that... Like, all the plans except for, like, two of them would, uh, you'd be able to add your child on. So that'd be for, like, medical, dental, vision, all of that kind of stuff. Um, so pretty much any of the plans available from Crown Services, uh, except for short-term disability and critical illness, you are able to put your child on as well. Um...

Speaker speaker\_2: Okay. Well, I mean, I, dude, I've never dealt with insurance. Help me out here. Which, I mean, I have a two-year-old. I want the best one for my child, I don't really too much care for myself. But, you know, my child is, uh, what I'm, I'm after here. So help me out with a plan.

Speaker speaker\_0: Right. So unfortunately, I'm not able to provide any sort of, like, recommendations or anything like that, uh, just because that's not something we're allowed to do. Uh, but what I can tell you-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... um, as far as the medical coverages available, there are four. There's the Stay Healthy Preventative Care Only Plan. Now this will cover things like physicals, vaccines, cancer screenings, um, things like that. Um, but it by itself would not cover, like, standard doctor's visits, hospital visits or anything like that. Uh, there's the-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... there's the VIP plans, standard and classic. These plans will cover more, like the doctor's visits, hospital visits and things like that. But those physicals, vaccines, and those other preventative care services are not covered by VIP. Uh, and then finally, there's the Stay Healthy Enhanced Plan which is kind of a combination plan. It'll cover, uh, both the preventative services, so like, the physicals, the vaccines, the cancer screenings and all of that, on top of also covering those doctor's visits, hospital visits and things like that.

Speaker speaker\_2: Okay. Uh, right. I still don't know what I'm supposed to be doing, bro. You know what I mean?

Speaker speaker\_0: No, if, if you... Yeah, I mean, I, um, all you would need to do is just, uh, of those four plans, let me know which one you want and I, I can set the enrollment up, um, over the phone with you. Uh, I just need to know, like I said, which, which insurance policy you would, you would prefer to have. Um, again, to go over them real briefly. Uh, there's a Preventative Care Only Plan, uh, so it's only good for the... Sorry, go ahead.

Speaker speaker\_2: You ain't understanding. I hear everything you're saying. I hear exactly what you said the plans cover.

Speaker speaker\_0: Okay.

Speaker speaker\_2: But I don't go to hospitals. I don't know about insurance. I don't know what I need. But I, what I want to do is take care of my daughter. So you pick whichever one takes care of my daughter and her appointments and-

Speaker speaker\_3: ... the, the best one for her.

Speaker speaker\_0: I, I'm-

Speaker speaker\_3: I mean-

Speaker speaker\_0: ... I'm sorry, sir, but I cannot pick a plan for you.

Speaker speaker\_3: How the hell you want me to get some of your insurance? Hold up. Hey, so, so, so give him the... How much, how much is the, uh, the, uh, platinum? The- so you got four different, uh, plans, right?

Speaker speaker\_0: So there's... Yeah, there's the preventative care only plan, uh, so it's-

Speaker speaker\_3: Okay.

Speaker speaker\_0: ... good for, yeah, just those preventative care services.

Speaker speaker\_3: Yeah.

Speaker speaker\_0: Then there's two plans that cover-

Speaker speaker\_3: Hold on, VIP?

Speaker speaker\_0: S- yeah, VIP, standard and classic, those will cover doctor's visits, hospital visits and things like that, but no preventative care.

Speaker speaker\_3: Which, which-

Speaker speaker\_0: And then finally-

Speaker speaker\_3: Hold on, hold on. Hold on, hold on. And then what's, what's that, what's that... You going to... You... That's two of them. What's the third one and the fourth one?

Speaker speaker\_0: So, no, there, there's, there's two, uh, there's two levels of VIP, standard and classic.

Speaker speaker\_3: Okay.

Speaker speaker\_0: They cover the same types of benefit. They own-

Speaker speaker\_3: Okay.

Speaker speaker\_0: The only difference between them is that classic will cover a little bit more towards, like, surgeries and, and hospitalizations, and standard won't. But-

Speaker speaker\_3: So VIP doesn't get that? VIP should carry that, right?

Speaker speaker\_0: I'm sorry?

Speaker speaker\_3: VIP carries all the... So VIP, it carries everything. Which VIP package would be the best one? Which one-

Speaker speaker\_0: So-

Speaker speaker\_3: What are two out of the VIP?

Speaker speaker\_0: So of the two VIP plans, they're the standard and classic. They are both, they are both medical only, they do not cover anything else, and they both do not cover preventative care, so those physicals and vaccines-

Speaker speaker\_3: So-

Speaker speaker\_0: ... and things like that, neither VIP plan covers.

Speaker speaker\_3: Both of those coverages... So both of those coverages, standard and classic, out of the VIP, don't carry... don't cover all of the stuff?

Speaker speaker\_0: Correct, so those are medical only. Uh, then the-

Speaker speaker\_3: Damn, that's weird.

Speaker speaker\_0: ... then there's a plan called-

Speaker speaker\_3: But his daughter... Would his daughter still be able to get doctor's revisions, like be able to see the doctor with Doctor Karen if she was to get sick or whatever like that? Would that back that up?

Speaker speaker\_0: Yes. Yes. Doctor's visits-

Speaker speaker\_3: And would that also... Yep, doctor... Go ahead. Doctor's visits?

Speaker speaker\_0: Yeah, so doctor's visits would be covered by either VIP plan. Um, they-

Speaker speaker\_3: Okay.

Speaker speaker\_0: ... would not be covered by that preventative care only plan, so, like, if she gets sick, the stay healthy preventative care only plan would not cover that.

Speaker speaker\_3: Okay, but we need that VIP plan then, huh?

Speaker speaker\_0: So that, that's one of the options. The other option is the... Then, like, those are two options. The final option is the stay healthy enhanced plan. Now, this one will cover doctor's visits if, if they get sick or anything like that, but they will also cover-

Speaker speaker\_3: Oh.

Speaker speaker\_0: ... they will also cover preventative care services, so things like vaccines, like the shots and, and, uh-

Speaker speaker\_3: Yeah, but that's what he wants-

Speaker speaker\_0: ... cancer screenings and chemicals.

Speaker speaker\_3: That's what... That's so... So that's what he's basically saying. He wants that right there, the best. He wants the b-... So he's really not, you know what I'm saying, worrying too much about himself, but he knows he's the carrier. But, you know what I'm saying, he wants that plan that you seeing right now that carries everything. There's no need to go through that, breaking it down and saying, "Hey, you don't get this or that." We want the coverage that carries everything, so that m-... Whatever, whatever we gotta do to get into that mode, we want that best coverage thing, that last one that you said. How much is that? How much... I didn't check.

Speaker speaker\_0: So that plan, that stay healthy enhanced plan for employee and child is \$70.17 per week.

Speaker speaker\_3: Oh, that ain't shit. \$70.17, \$70.17 per week?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_3: All right. Well, okay. Okay. Uh-

Speaker speaker\_4: How do we proceed from here?

Speaker speaker\_3: How do we proceed? He wants to go on with that. That's the best one.

Speaker speaker\_0: Okay. All right, so 70.17 for the medical. Now, uh, did you want to add anything else, like dental, vision, life insurance, um, accident c-... Anything like that?

Speaker speaker\_4: No, no, no.

Speaker speaker\_0: Okay, so medical only needs a s-

Speaker speaker\_3: No, no, no.

Speaker speaker\_0: Sorry, go ahead.



Speaker speaker\_3: Hold on, hold on. Hold on, hold on, hold on. You saying as far as, uh, uh, you said dental?

Speaker speaker\_4: He ain't gotta worry about nothing.

Speaker speaker\_3: I'm just saying, she, she don't get dental?

Speaker speaker\_4: This ain't, this don't cover her.

Speaker speaker\_0: So that, that-

Speaker speaker\_3: I mean, I don't... Uh-

Speaker speaker\_0: ... that \$70 plan, that is a medical only plan. That does not cover anything that isn't medical, so like dental and vision are not covered by that plan.

Speaker speaker\_3: If she get hurt or need medical-

Speaker speaker\_4: Yeah, I just need cover for her, her checkups and things.

Speaker speaker\_3: Okay, that's it.

Speaker speaker\_4: You know what I'm saying?

Speaker speaker\_3: That's it, that's a set. Give him that \$70.15 plan, don't go no more than that. That's it. That's the one he want.

Speaker speaker\_0: Okay. All right, sir.

Speaker speaker\_3: That's what he want. He wants the platinum withou- not all of that bullshit. Yeah, that's it. Just give him sign on the dotted line, take it out to the check, you ready.

Speaker speaker\_0: Excellent. So-

Speaker speaker\_3: That's what he want.

Speaker speaker\_0: All right, \$70.17 per week, we'll go ahead and set that up now. It's going to take one to two weeks for the enrollment process. Once processing is complete, you should start seeing those deductions coming out of your checks. Your policy becomes effective the Monday following the first deduction, with ID cards typically arriving within a week or two after that effective date. Uh, let me go ahead and get what I need to add your, to add your daughter onto the policy. What is her first and last name?

Speaker speaker\_3: Um, I don't have all her information. It's at, uh, her mother's house, so I'll have to get back with you on that. But her first and last name-

Speaker speaker\_0: Okay. Sorry, go ahead.

Speaker speaker\_3: Her first and last name is Paisley, P-A-I-S-L-E-Y-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_3: Dominguez. D-O-M-I-N-G-U-E-Z.

Speaker speaker\_0: Okay, and then, um, do you... uh, what's her date of birth?

Speaker speaker\_3: Oh, shit, uh... Aw. Oh my God, uh... Uh, May... Man.

Speaker speaker\_5: One second.

Speaker speaker\_0: Okay.

Speaker speaker\_5: I'm going to run next door. She only lives next door. I'm going to run over there and bang on the door and get her to give you this information.

Speaker speaker\_0: Okay.

Speaker speaker\_5: Yeah, headed that way now. I want to say it's March 4th, May. But, uh, I'm not real sure. Are you still there?

Speaker speaker\_0: Uh, yes, sir, I'm still here.

Speaker speaker\_5: Uh, well, I'm at her door now. It's me. Yeah. And, uh...

Speaker speaker\_6: What's that?

Speaker speaker\_5: I need information on Paisley.

Speaker speaker\_6: Hello?

Speaker speaker\_0: Uh, yes, ma'am. Hi, my name is Chris, so I'm with Benefits and a Card. I'm helping, uh, Timothy enroll into health insurance plans for him and Paisley, but we just need-

Speaker speaker\_6: Yes.

Speaker speaker\_0: ... P- uh, Paisley's social and date of birth, if you have that information.

Speaker speaker\_6: Oh, yeah, I brought it home. Just give me a minute to get it.

Speaker speaker\_0: Okay.

Speaker speaker\_6: Come on, baby. Come here. What you got? Come on. Okay, her social. Okay, here are her social. Um, 792-83-0983.

Speaker speaker\_0: All right, and her date of birth?

Speaker speaker\_6: Her date of birth is May 3rd of '22.

Speaker speaker\_0: All right, thank you. That's all I needed to be able to add Paisley to the policy. Um, if you could hand the phone back over to Timothy, I'll go ahead and finish out explaining what I need to.

Speaker speaker\_6: All right, thank you so much.

Speaker speaker\_5: Yeah.

Speaker speaker\_0: Thank you.

Speaker speaker\_6: Here. You got that still? You got things set up? Let me help you.

Speaker speaker\_5: Hello?

Speaker speaker\_0: All right, uh, Mr. H, so I've got, I've got Paisley added on here. We've got everything we need. Um, again, it's going to take, like I said, about one to two weeks for everything to process. Once you see deductions, policy's effective following week. Cover, like, ID cards should arrive about a week or two in, within that effective date. Um-

Speaker speaker\_5: Does this... It matters-

Speaker speaker\_0: Go ahead.

Speaker speaker\_5: ... if she doesn't live at my address?

Speaker speaker\_0: Uh, no, no, no, no, that, that doesn't matter. Um, as long as she's on the policy, she'll be able to use, she'll be able to use the insurance, um, even if, even if she doesn't live with you, that's fine. Um, so yeah. Uh, now, the only thing is that ID cards will only arrive to your address and your name. Um, you can just-

Speaker speaker\_5: Okay.

Speaker speaker\_0: ... make copies of those or whatever for, uh, for her mother to carry if she needs to take them, take her to the doctor or something like that.

Speaker speaker\_5: Okay.

Speaker speaker\_0: Um, but that's, that's entirely up to you on how you want to proceed with that.

Speaker speaker\_5: Okay.

Speaker speaker\_0: All right. Um, but yeah, that's everything I needed to get you set up for the enrollment. Was there anything else I could help you with?

Speaker speaker\_5: That'll be it.

Speaker speaker\_0: All right, then. Well, if that's everything, thank you again for calling Benefits and a Card. You have a wonderful day.

Speaker speaker\_5: All right, buh-bye.

Speaker speaker\_0: All right, bye now.