

## **Transcript: Estefania**

**Acevedo-4509029300486144-6647533379829760**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Please leave your message for 415-305-2658. Hey, good afternoon. I'm calling from Benefits InterCard on behalf of Norris Staffing. Um, so I'm calling you back because I believe you called Monday regarding wanting to know if your coverage was active. Um, they did investigate and look into your file, and I do want to let you know that for the week of the 17th to the 23rd of February, you have active coverage from the week of the 24th of February up until the 2nd of March. You have active coverage for that week as well, as well as the week of March 3rd to the 9th, um, you have active coverage. And since you made changes to your coverage, it looks like you only have the MEC standalone for employee only for \$14.76. But then you made changes and added dental, vision, and behavior health. Um, since, since the new deduction didn't cover the amount for the week of the 10th, that will be refunded to you. So, you will not be having active coverage for the week of the 10th to the 16th. And it also looks like we didn't receive any deductions this past week. So, for this week, your coverage is not active. So again, for the week of the 10th to the 16th, that week is not active as well as for this week. Um, if you have any questions, you're welcome to give us a call. Our phone number is 800-497-4856. We're open from 8:00 AM up until 8:00 PM Eastern Time, Monday through Friday. Thank you. Ho- You have a good day.

### **Conversation Format**

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

Speaker speaker\_1: Please leave your message for 415-305-2658.

Speaker speaker\_2: Hey, good afternoon. I'm calling from Benefits InterCard on behalf of Norris Staffing. Um, so I'm calling you back because I believe you called Monday regarding wanting to know if your coverage was active. Um, they did investigate and look into your file, and I do want to let you know that for the week of the 17th to the 23rd of February, you have active coverage from the week of the 24th of February up until the 2nd of March. You have active coverage for that week as well, as well as the week of March 3rd to the 9th, um, you have active coverage. And since you made changes to your coverage, it looks like you only have the MEC standalone for employee only for \$14.76. But then you made changes and added dental, vision, and behavior health. Um, since, since the new deduction didn't cover the amount for the week of the 10th, that will be refunded to you. So, you will not be having active coverage for the week of the 10th to the 16th. And it also looks like we didn't receive any deductions this past week. So, for this week, your coverage is not active. So again, for the

week of the 10th to the 16th, that week is not active as well as for this week. Um, if you have any questions, you're welcome to give us a call. Our phone number is 800-497-4856. We're open from 8:00 AM up until 8:00 PM Eastern Time, Monday through Friday. Thank you. Ho- You have a good day.