

Transcript: Estefania

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Full Transcript

Thank you for calling for the Fit to Know card. My name is Stephanie. How can I assist you? My name is Quentin Woods. Uh, I don't have a card yet. Uh, uh, is there a policy number available? Yes, sir. I can check to see if your cards are available at the moment. Um, what are the last four of your social and what staffing agency are you with? Surge Staffing. Okay, and then the last four of the social? 2325. Okay. For security purposes, could you verify the address on file as well as the date of birth? 195 Royal Road, um, 4/14/91. And then what was that city and state? Uh, Beech Grove, Indiana. 317-936-0878 is your phone number? Yes. Then I have your quincywoods24@gmail.com is up to date? Mm-hmm. Then I'm actually looking and you're still not active. So typically once you enroll, it takes one or two weeks for your staffing agency to start making that deduction. And since you just enrolled on the- It'll probably be this week then. This week will be the second week, so it'll probably be this week. Okay. Um, and I was gonna tell you that I would be paying attention to your pay stub because, like, typically one or two weeks, um, but it could vary depending on your staffing agency. So I'll just be looking at your pay stubs, and once you see the first deduction of the \$21.80 come out of your paycheck, the following Monday of that deduction is when your plans become active. So let's say you see that on the 21st they take that first deduction of the \$21. That means on the 24th it would be, um, active. Or if they do it on the 14th, which is this Friday, then that means on the 17th it's active. So I would just be looking at your pay stubs, 'cause once you see that first one, the following Monday is when your plans become effective, and by that first week of active coverage, you should be getting your dental card. For your medical card, however, they normally don't mail that one out to you, so if you do want a physical one, you're welcome to contact this number once you see that they did that first deduction and we can put in a request for you to receive it. Okay. Okay, thank you. Mm-hmm. You're welcome. Have a nice day. You too. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling for the Fit to Know card. My name is Stephanie. How can I assist you?

Speaker speaker_1: My name is Quentin Woods. Uh, I don't have a card yet. Uh, uh, is there a policy number available?

Speaker speaker_0: Yes, sir. I can check to see if your cards are available at the moment. Um, what are the last four of your social and what staffing agency are you with?

Speaker speaker_1: Surge Staffing.

Speaker speaker_0: Okay, and then the last four of the social?

Speaker speaker_1: 2325.

Speaker speaker_0: Okay. For security purposes, could you verify the address on file as well as the date of birth?

Speaker speaker_1: 195 Royal Road, um, 4/14/91.

Speaker speaker_0: And then what was that city and state?

Speaker speaker_1: Uh, Beech Grove, Indiana.

Speaker speaker_0: 317-936-0878 is your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: Then I have your quincywoods24@gmail.com is up to date?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Then I'm actually looking and you're still not active. So typically once you enroll, it takes one or two weeks for your staffing agency to start making that deduction. And since you just enrolled on the-

Speaker speaker_1: It'll probably be this week then. This week will be the second week, so it'll probably be this week.

Speaker speaker_0: Okay. Um, and I was gonna tell you that I would be paying attention to your pay stub because, like, typically one or two weeks, um, but it could vary depending on your staffing agency. So I'll just be looking at your pay stubs, and once you see the first deduction of the \$21.80 come out of your paycheck, the following Monday of that deduction is when your plans become active. So let's say you see that on the 21st they take that first deduction of the \$21. That means on the 24th it would be, um, active. Or if they do it on the 14th, which is this Friday, then that means on the 17th it's active. So I would just be looking at your pay stubs, 'cause once you see that first one, the following Monday is when your plans become effective, and by that first week of active coverage, you should be getting your dental card. For your medical card, however, they normally don't mail that one out to you, so if you do want a physical one, you're welcome to contact this number once you see that they did that first deduction and we can put in a request for you to receive it.

Speaker speaker_1: Okay. Okay, thank you.

Speaker speaker_0: Mm-hmm. You're welcome. Have a nice day.

Speaker speaker_1: You too. Thank you.