

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, yes, ma'am. I got a message from my staff and they just said to give you back a call for benefits. Okay. Yeah. So we're the healthcare administrators for staff and agencies. Um, who are you currently working for? Uh, Partners Personnel. Okay. So those, that company is one of the agencies that we administrate. Um, did you just start working for them? Uh, yes, ma'am, about two weeks ago. Okay, so sounds like you're in, in your personal open enrollment period, so you have 30 days from the day that you receive your very first check to be eligible to enroll into any healthcare benefits that they offer such as dental, vision, preventative, medical. Depending on w- which ones you get, how many, and if you select dependents with those plans is how much the weekly deductions are out of your check. Um, if you wish, I could give you more information. Do you have anything you can email me 'cause I'm not one to do- Yes, ma'am. No. ... uh, concerns over the phone. Yes, ma'am. Um, for that, I just need the last four of your Social and then I would also need you to verify your birthday and your address for security purposes. 4628 3985 114 Thornebush Court Northeast ... Ludowici, Georgia 31316. Okay, thank you. Is your phone number still the 912-271-2203? Yes, ma'am. Okay, and then is a good email the oceanlover85@gmail.com? Yes, ma'am, but it's with a S. Oceanlover85@gmail.com. Okay. All right. Um, I'm, I went ahead and sent it. Do you mind verifying that you have received it? It should come from an email that says info@benefitsinacard.com. Okay, let me check real quick. Um, I don't see it. I just checked there. I would check your junk and your spam file also. Um, it's not in my spam and I don't have a junk folder. Okay. Um, is it oceans with a S lover85@gmail.com? Yes, ma'am. O-C-E-A-N-S L-O-V-E-R 85 @gmail? Okay. I got it. Oh, you got it? Okay. And I did check to see when is your deadline to enroll, and it looks like it's December 11th, okay? So you have till- Okay. ... December 11th to give us a call and, and then- Now, I do have a question about your medical. Mm-hmm. Do you know if that possibly covers fertility also? So, um, prior, like, anything like that prior to enrolling, I'm only really able to see what the guide offers. Um, any detailed, like, services like that, I would have to provide these two phone numbers and then you could give these numbers a call and these ladies could verify if any of those medical plans cover that service. Okay. Could you provide me with those? 'Cause if- Mm-hmm. ... if not, I'm not interested in that service. Okay. Yes, ma'am. Um, so they're both, they both start the same, they just end differently. So it's 6019B- I'm, I'm driving. I, I can't write it down right now. Oh, okay. Um, if you want, I'll send a second email and then I'll put the benefit guide in there as well as those phone numbers. Yes, ma'am. If you could do that, I would really appreciate it. Okay. Yeah. I'll send that to that same email, and then I'll, I'll attach your, um, deadline for your personal open enrollment and then the phone- Okay. ... numbers that you call. And that is awesome too 'cause most health agencies don't

offer benefits. Yes, ma'am. Yeah. And then the- We're actually supported by Kaiser or Red Cross. And then the only ti- times that you're really eli- eligible to enroll would be within your personal open enrollment period, which is the first 30 days of receiving your very first check- Okay. ... or when the company's in their company open enrollment period. Um, that's why it's important that you know that you have till December 11th because let's say you call after that date, they're gonna tell you that you have to wait until their company open enrollment period, which for Partners Personal is in the month of October 1st. Okay. And I just got on my husband's plan, but he doesn't offer the fertility, so I am still looking around, but like I said, they've got to offer it, there's no point in me getting it. Gotcha. Okay. Yeah. Um, I'm almost done sending you that email . Okay. I just now sent it. Um, do you mind verifying that you have received it? It will probably come through in a minute. Okay. So I- So that ... um, wrote your deadline for your personal open enrollment period and then I wrote those two numbers down as well as sent the benefit guide in that same email as well. Okay. Well, thank you very much for your help. You're welcome. I hope you have a great day. You too. Thank you.

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. My name is Stephanie. How can I assist you?

Speaker speaker_2: Uh, yes, ma'am. I got a message from my staff and they just said to give you back a call for benefits.

Speaker speaker_1: Okay. Yeah. So we're the healthcare administrators for staff and agencies. Um, who are you currently working for?

Speaker speaker_2: Uh, Partners Personnel.

Speaker speaker_1: Okay. So those, that company is one of the agencies that we administrate. Um, did you just start working for them?

Speaker speaker_2: Uh, yes, ma'am, about two weeks ago.

Speaker speaker_1: Okay, so sounds like you're in, in your personal open enrollment period, so you have 30 days from the day that you receive your very first check to be eligible to enroll into any healthcare benefits that they offer such as dental, vision, preventative, medical. Depending on w- which ones you get, how many, and if you select dependents with those plans is how much the weekly deductions are out of your check. Um, if you wish, I could give you more information.

Speaker speaker_2: Do you have anything you can email me 'cause I'm not one to do-

Speaker speaker_1: Yes, ma'am. No.

Speaker speaker_2: ... uh, concerns over the phone.

Speaker speaker_1: Yes, ma'am. Um, for that, I just need the last four of your Social and then I would also need you to verify your birthday and your address for security purposes.

Speaker speaker_2: 4628 3985 114 Thornebush Court Northeast ... Ludowici, Georgia 31316.

Speaker speaker_1: Okay, thank you. Is your phone number still the 912-271-2203?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, and then is a good email the oceanlover85@gmail.com?

Speaker speaker_2: Yes, ma'am, but it's with a S. Oceanlover85@gmail.com.

Speaker speaker_1: Okay. All right. Um, I'm, I went ahead and sent it. Do you mind verifying that you have received it? It should come from an email that says info@benefitsinacard.com.

Speaker speaker_2: Okay, let me check real quick . Um, I don't see it. I just checked there.

Speaker speaker_1: I would check your junk and your spam file also.

Speaker speaker_2: Um, it's not in my spam and I don't have a junk folder.

Speaker speaker_1: Okay. Um, is it oceans with a S lover85@gmail.com?

Speaker speaker_2: Yes, ma'am. O-C-E-A-N-S L-O-V-E-R 85 @gmail?

Speaker speaker_1: Okay.

Speaker speaker_2: I got it.

Speaker speaker_1: Oh, you got it? Okay. And I did check to see when is your deadline to enroll, and it looks like it's December 11th, okay? So you have till-

Speaker speaker_2: Okay.

Speaker speaker_1: ... December 11th to give us a call and, and then-

Speaker speaker_2: Now, I do have a question about your medical.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Do you know if that possibly covers fertility also?

Speaker speaker_1: So, um, prior, like, anything like that prior to enrolling, I'm only really able to see what the guide offers. Um, any detailed, like, services like that, I would have to provide these two phone numbers and then you could give these numbers a call and these ladies could verify if any of those medical plans cover that service.

Speaker speaker_2: Okay. Could you provide me with those? 'Cause if-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... if not, I'm not interested in that service.

Speaker speaker_1: Okay. Yes, ma'am. Um, so they're both, they both start the same, they just end differently. So it's 6019B-

Speaker speaker_2: I'm, I'm driving. I, I can't write it down right now.

Speaker speaker_1: Oh, okay. Um, if you want, I'll send a second email and then I'll put the benefit guide in there as well as those phone numbers.

Speaker speaker_2: Yes, ma'am. If you could do that, I would really appreciate it.

Speaker speaker_1: Okay. Yeah. I'll send that to that same email, and then I'll, I'll attach your, um, deadline for your personal open enrollment and then the phone-

Speaker speaker_2: Okay.

Speaker speaker_1: ... numbers that you call.

Speaker speaker_2: And that is awesome too 'cause most health agencies don't offer benefits.

Speaker speaker_1: Yes, ma'am. Yeah. And then the-

Speaker speaker_2: We're actually supported by Kaiser or Red Cross.

Speaker speaker_1: And then the only ti- times that you're really eli- eligible to enroll would be within your personal open enrollment period, which is the first 30 days of receiving your very first check-

Speaker speaker_2: Okay.

Speaker speaker_1: ... or when the company's in their company open enrollment period. Um, that's why it's important that you know that you have till December 11th because let's say you call after that date, they're gonna tell you that you have to wait until their company open enrollment period, which for Partners Personal is in the month of October 1st.

Speaker speaker_2: Okay. And I just got on my husband's plan, but he doesn't offer the fertility, so I am still looking around, but like I said, they've got to offer it, there's no point in me getting it.

Speaker speaker_1: Gotcha. Okay. Yeah. Um, I'm almost done sending you that email . Okay. I just now sent it. Um, do you mind verifying that you have received it?

Speaker speaker_2: It will probably come through in a minute.

Speaker speaker_1: Okay. So I-

Speaker speaker_2: So that ... um, wrote your deadline for your personal open enrollment period and then I wrote those two numbers down as well as sent the benefit guide in that same email as well. Okay. Well, thank you very much for your help.

Speaker speaker_1: You're welcome. I hope you have a great day.

Speaker speaker_2: You too. Thank you.