

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? Um, somebody, um, he... I mean they text me a... talking about like, um, my first check date. Okay. Um, so we're the healthcare administrators for your- My benefits- ... for staff and agencies. If you just started working- Okay. ... with an agency, you have 30 days from the day that you first receive your first check to enroll into any healthcare benefits like dental, vision, preventative. Depending on how many plans you get as well as if you select dependents with those plans and how much the weekly deductions are from your paycheck for those ha- healthcare benefits. Um, who did you start working with? What, what do you mean? Like... Like what, what's the name of the agency? 'Cause we administrate different agencies. Um, it was the H, HHS uh, S. Okay. Hospital Staffing Solutions? Yes, and I... And she gave, the lady gave me a job where I can go to the, um, the college. So yeah. Okay. So that was, that was that. Okay. So yeah, that, that message is just letting you know you're within your personal open enrollment period. So you have 30 days to enroll if you are interested in the benefits. But it's something optional. You don't have to do it if you don't want to. Okay. What do I... What do I get if I, um, if I accept it? Um, well, if you enroll, depending on what plans you were to select, it ju- it just depends if you do select certain plans. Like, if you get the dental and vision plan, you're gonna get your card mailed to you. Um, but it just depends on what plans you get. If you want more information, I can give it to you, but I would need the last four of your social. Okay. What is it? 5404. And then your first and last name? David Jordan. You said David? David. Okay. And then for security purposes, could you verify your address as well as your date of birth? 7254 Cabot Drive. Mm-hmm. C-A-B-O-T Drive. Okay. And then the city and the state? Knoxville, Tennessee. And your date of birth? 06/01/98. Is your phone number still the 615-738-0366? Yes, ma'am. And then I have your first and last name.dg44@gmail.com. Is that still up to date? Uh, is that my... That's the email? Yes. David, your last name.dg44@gmail.com? Yeah, that's... Yeah, that's right. Okay. Um, if you want, I can send you the benefit guide to your email. So what that benefit guide has, it has all the plans that they offer as well as the weekly deductions to the plan. Can I ask you a question? Yes. So if I do a... If I do a plan, how much would it be? It depends on the plan, because there's different plans to choose from. And all of the plans have different prices. So that's why I said, um, earlier that the br- the deduction out of your paycheck depends on how many plans you were to select as well as which ones and as well as if you choose to add dependents because if you add dependents, it's a little bit more. Um, but I'm about to send you right now the, the, um, benefit guide that has all the plans that they offer as well as the price. Can I think about that? Yes. Can. Can I think about that? You can. Do you want me to still send you the guide? Okay. 'Cause if I send you the information- You could- ... you could go over it and stuff and then, I guess, make a decision.

And then they do give you a deadline, so I can give you your deadline just in case you are looking into enrolling, um, because they only give you 30 days from the day that you receive your first check as well as, um, within- Okay. ... your company open enrollment period, which for their staff and agency, it just passed. So if you want, let me give you your deadline real quick just in case you do want to enroll. Um, just so that... You have to know until what date you have. So you have... One second. You have till December 25th to enroll, but most likely you would have to enroll, let me make sure, earlier than that because I don't think we open on the 25th. That's... Yeah, we definitely don't open that day. Let me make sure. That's Christmas, ain't it? Yeah. That's why I don't think we're open on that. So we're not here the 25th. So I would say your last day to enroll is actually on the 23rd of December. Okay. Okay? Okay. Just in case you do want to enroll into any benefits, they give you your deadline. So your deadline for you to enroll into anything and give us a call would be December 23rd. Um, I went ahead and sent you your guide to the email file. Do you mind verifying if you have received it? And then, keep in mind these are weekly deductions, okay? So if you do look over the guide- Okay. ... and decide to enroll, um, just keep in mind these are weekly deductions from your paycheck, okay? 'Cause I think some people- Because I, I got it. ... think it's monthly, but it's really weekly. Oh, okay. I gotcha. Yeah, so, okay. Um, did you want me to explain anything to you, or did you wanna look over it by yourself? I'm gonna, I'm gonna, uh, I'm gonna think about it and give you a call back. Okay. Ooh, give me one second. I don't think that's the right one. Let me send you the right one. Okay. That's a different agency. I'm sorry. Give me one second. Oh, okay. You wanna be looking at the right one. Let me send that again. Yeah, that's not the right one, so I would delete that email that I just sent you. Um, that's not the right one. Just so that you don't get confused. Okay, do you mind verifying that you got the right one this time? Um, when you open the PDF, it's gonna say Hospital Staff and Supplution. Yeah, I'm- It's gonna say HS&S.; There you go. I got it. Okay. Um, did you want me to explain any of the plans to you, or did you wanna look over it by yourself? Nah, I'll look over it. Okay, all right. Well, just keep in mind you have till December 23rd, okay? Okay. Appreciate it. Have a nice day. You too.

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: Um, somebody, um, he... I mean they text me a... talking about like, um, my first check date.

Speaker speaker_1: Okay. Um, so we're the healthcare administrators for your-

Speaker speaker_2: My benefits-

Speaker speaker_1: ... for staff and agencies. If you just started working-

Speaker speaker_2: Okay.

Speaker speaker_1: ... with an agency, you have 30 days from the day that you first receive your first check to enroll into any healthcare benefits like dental, vision, preventative. Depending on how many plans you get as well as if you select dependents with those plans and how much the weekly deductions are from your paycheck for those ha- healthcare benefits. Um, who did you start working with?

Speaker speaker_2: What, what do you mean? Like...

Speaker speaker_1: Like what, what's the name of the agency? 'Cause we administrate different agencies.

Speaker speaker_2: Um, it was the H, HHS uh, S.

Speaker speaker_1: Okay. Hospital Staffing Solutions?

Speaker speaker_2: Yes, and I... And she gave, the lady gave me a job where I can go to the, um, the college. So yeah.

Speaker speaker_1: Okay.

Speaker speaker_2: So that was, that was that.

Speaker speaker_1: Okay. So yeah, that, that message is just letting you know you're within your personal open enrollment period. So you have 30 days to enroll if you are interested in the benefits. But it's something optional. You don't have to do it if you don't want to.

Speaker speaker_2: Okay. What do I... What do I get if I, um, if I accept it?

Speaker speaker_1: Um, well, if you enroll, depending on what plans you were to select, it just depends if you do select certain plans. Like, if you get the dental and vision plan, you're gonna get your card mailed to you. Um, but it just depends on what plans you get. If you want more information, I can give it to you, but I would need the last four of your social.

Speaker speaker_2: Okay.

Speaker speaker_1: What is it?

Speaker speaker_2: 5404.

Speaker speaker_1: And then your first and last name?

Speaker speaker_2: David Jordan.

Speaker speaker_1: You said David?

Speaker speaker_2: David.

Speaker speaker_1: Okay. And then for security purposes, could you verify your address as well as your date of birth?

Speaker speaker_2: 7254 Cabot Drive.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: C-A-B-O-T Drive.

Speaker speaker_1: Okay. And then the city and the state?

Speaker speaker_2: Knoxville, Tennessee.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 06/01/98.

Speaker speaker_1: Is your phone number still the 615-738-0366?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then I have your first and last name.dg44@gmail.com. Is that still up to date?

Speaker speaker_2: Uh, is that my... That's the email?

Speaker speaker_1: Yes. David, your last name.dg44@gmail.com?

Speaker speaker_2: Yeah, that's... Yeah, that's right.

Speaker speaker_1: Okay. Um, if you want, I can send you the benefit guide to your email. So what that benefit guide has, it has all the plans that they offer as well as the weekly deductions to the plan.

Speaker speaker_2: Can I ask you a question?

Speaker speaker_1: Yes.

Speaker speaker_2: So if I do a... If I do a plan, how much would it be?

Speaker speaker_1: It depends on the plan, because there's different plans to choose from. And all of the plans have different prices. So that's why I said, um, earlier that the br- the deduction out of your paycheck depends on how many plans you were to select as well as which ones and as well as if you choose to add dependents because if you add dependents, it's a little bit more. Um, but I'm about to send you right now the, the, um, benefit guide that has all the plans that they offer as well as the price.

Speaker speaker_2: Can I think about that?

Speaker speaker_1: Yes. Can.

Speaker speaker_2: Can I think about that?

Speaker speaker_1: You can. Do you want me to still send you the guide?

Speaker speaker_2: Okay.

Speaker speaker_1: 'Cause if I send you the information-

Speaker speaker_2: You could-

Speaker speaker_1: ... you could go over it and stuff and then, I guess, make a decision. And then they do give you a deadline, so I can give you your deadline just in case you are looking into enrolling, um, because they only give you 30 days from the day that you receive your first check as well as, um, within-

Speaker speaker_2: Okay.

Speaker speaker_1: ... your company open enrollment period, which for their staff and agency, it just passed. So if you want, let me give you your deadline real quick just in case you do want to enroll. Um, just so that... You have to know until what date you have. So you have... One second. You have till December 25th to enroll, but most likely you would have to enroll, let me make sure, earlier than that because I don't think we open on the 25th. That's... Yeah, we definitely don't open that day. Let me make sure.

Speaker speaker_2: That's Christmas, ain't it?

Speaker speaker_1: Yeah. That's why I don't think we're open on that. So we're not here the 25th. So I would say your last day to enroll is actually on the 23rd of December.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Just in case you do want to enroll into any benefits, they give you your deadline. So your deadline for you to enroll into anything and give us a call would be December 23rd. Um, I went ahead and sent you your guide to the email file. Do you mind verifying if you have received it? And then, keep in mind these are weekly deductions, okay? So if you do look over the guide-

Speaker speaker_3: Okay.

Speaker speaker_1: ... and decide to enroll, um, just keep in mind these are weekly deductions from your paycheck, okay? 'Cause I think some people-

Speaker speaker_3: Because I, I got it.

Speaker speaker_1: ... think it's monthly, but it's really weekly.

Speaker speaker_3: Oh, okay. I gotcha.

Speaker speaker_1: Yeah, so, okay. Um, did you want me to explain anything to you, or did you wanna look over it by yourself?

Speaker speaker_3: I'm gonna, I'm gonna, uh, I'm gonna think about it and give you a call back.

Speaker speaker_1: Okay. Ooh, give me one second. I don't think that's the right one. Let me send you the right one.

Speaker speaker_3: Okay.

Speaker speaker_1: That's a different agency. I'm sorry. Give me one second.

Speaker speaker_3: Oh, okay.

Speaker speaker_1: You wanna be looking at the right one. Let me send that again. Yeah, that's not the right one, so I would delete that email that I just sent you. Um, that's not the right one. Just so that you don't get confused. Okay, do you mind verifying that you got the right one this time? Um, when you open the PDF, it's gonna say Hospital Staff and Supplution.

Speaker speaker_3: Yeah, I'm-

Speaker speaker_1: It's gonna say HS&S.;

Speaker speaker_3: There you go. I got it.

Speaker speaker_1: Okay. Um, did you want me to explain any of the plans to you, or did you wanna look over it by yourself?

Speaker speaker_3: Nah, I'll look over it.

Speaker speaker_1: Okay, all right. Well, just keep in mind you have till December 23rd, okay?

Speaker speaker_3: Okay. Appreciate it.

Speaker speaker_1: Have a nice day.

Speaker speaker_3: You too.