

## **Transcript: Estefania**

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### **Full Transcript**

Thank you for calling Benefits ... urs. My name is Stephanie. How can I assist you? Um, yes, I was calling because I received a, um, email from you all stating that you need more information from me, um, about my benefits. Okay, which staffing agency do you work for? Um, Staff Stabs. Okay, and what is the last four of your Social? 8276. And your first and last name, please? T.L. Carr. Okay, for security purposes, can you verify your address and date of birth? Um, 156 County Road 140, Qualla, Mississippi, 38933. Date of birth is 11/28/1988. Okay, thank you. Okay, so, um, is your phone number still listed 201-816-6258? Yes. Okay, thank you. And then I have jpycencé@gmail.com. Is that up to date? Yes. Okay. Yeah, so it looks like, um, they did contact you today because we were missing the children's information. Um, so they changed the plans to employee only for the coverage. So it looks like right now you have the VIP Standard, which is your medical plan for employee only, being \$18.76 weekly from your paycheck, vision for employee only being \$2.42 weekly from your paycheck, term life for employee only being 60 cent weekly from your paycheck, dental for employee only being \$5.40 weekly from your paycheck, your MEC, which is your preventative plan, being \$15.91 weekly from your paycheck, and then the 3RX, which is the membership that gives the access to the top 90% genetic drugs prescribed in the US for employee only for \$5.99. So it looks like all your plans have been changed to employee only. Did you still wanna add your children? Yes. What was the information that was needed? The dependents' information. So we didn't get like their first name, last name. We didn't get their birthday, Social. We didn't get none of that. Um, so we did need to add them. I entered all of that online when I did it online. I put in all that information. Mm, I'm not sure what happened, but it looks like that was the reason for your, for th- their call in the morning because we- Okay. ... didn't have the children's information, so it just got changed to employee only. So which one... What did you want your children added in? Since it was changed, um, I can go ahead and add them, but I do need to know which one I enroll them into. So you have your preventative plan, dental, term life, vision, VIP Standard, and 3RX. Did you wanna do certain ones, or did you wanna add- I wanna do- ... them to everything? certain ones. I wanna do the dental, the, um, term life. Um... Was it on like a medical plan? Yeah, there's two that you selected. The MEC is the preventative one, meaning the one that covers like a physical, vaccines, STD, some STD and cancer screening. Um, and then you have your actual medical plan, which is the one that actually does cover doctor visits, the sick, urgent care, emergency room, and surgeries. That one's called the VIP Standard. So yeah, I wanna do the VIP Standard for them. So the dental, the VIP Standard, and the, um- Term life. ... term life. Mm-hmm. Okay, and then you just wanted to leave vision and the preventative one for yourself? Yeah. Mm-hmm. The first- Okay. So for, for the VIP Standard, employee and child, that's \$31.16 weekly from your paycheck. Dental for employee and child is \$14.58 weekly from your paycheck. Term life for

employee and child is 90 cents weekly from your paycheck. Vision for yourself is \$2.42 weekly from your paycheck. And then the preventative one is \$15.91 weekly from your paycheck, being a new weekly deduction of \$64.97. Um, do you allow me to make these changes? Yes. Um, question. Is tha- is that gonna be, um, including all three of my children? Yes, so I can add them. Okay. Uh-huh. Um, I can go ahead and get the information. What's the first child's name? His name is Jaylen, J-A-Y-L-E-N. Mommy, I'm so sorry for being a Okay. Last name Cooley, C-O-O-L-E-Y. I'm sorry, can you say that again? C-O-O-L-E-Y. Okay. And then what's their... his social? Um, 755-07-4699. And then the date of birth? 12/28/2010. Okay. And then the second child? Adira, A-D-I-R-A. Last name, Carr, C-A-R-R. Okay. And then social? Mm-hmm. Hold on. I need to find out her social. Hold on. Hold on one second here. What was her date of birth? 09/09/2019. Okay. It's been a..... Hmm. I'm sorry. It's okay. I'm gonna have to, like, go into my car to get it and I know I have it. Um, I could just tell you... We could put zero, for right now, if you don't have it. Yeah. I have it. Okay. What is it? So, 481- Mm-hmm. ... 83-7725. Thank you. All right. And then, what's the third child's name? T-R-U, last name C-A-R-R. What was that first name again? Tru, T-R-U. Okay, thank you. And then the Social? 74654-6220. Thank you. And then, this is a girl or a boy? A boy. Okay. And then the date of birth, please? 07/22/2022. Okay, thank you. I got them three in there. All right. And then, did you have any questions about your coverage? I was gonna tell you to please allow one to two weeks for your staffing agency to start making the first deduction of \$54.97 from your paycheck. Once you see that first deduction, the following Monday is when your plan becomes effective. And by that first week of active coverage, you should be getting three cards, being your preventative, dental and vision. And for your VIP Standard card, I do wanna advise to you, that for this plan, they normally don't mail it out. So, if you do want a physical card, you're welcome to give us a call the week that you're active, so that we can go ahead and request it. So, the first ones that you're gonna get is your preventative, dental and vision. But for the medical card, being the VIP Standard, if you do want a physical card, once you become active, you're welcome to give us a call and we can request it to the carrier. If you have a doctor's appointment coming up and you're still waiting on your cards once you're active, you can just contact this number and we can email them to you electronically. Okay. Um, I have a question. Mm-hmm. Am- am I currently covered right now? No. Um, because you... Oh, actually, give me one second. Let me check. You are. Okay. You actually do have active coverage. You've been having active coverage since April the 7th. Um, but whenever the new one goes into effect with your kids, that's when you're gonna see that new weekly deduction of \$64.97. So, if they deduct, let's say this week, the 40 si- \$43.09, that's only for yourself, okay? But once you see the new deduction of the \$64.97, that's when your children are included into your coverage. Once you see that first deduction come out of your check, the following Monday is when that new, um, coverage goes into effect with your children. Okay, thank you so much. Oh, you're welcome. Did you have any questions regarding the plan that you were enrolled into? Um, no, I looked over them yesterday when I thought I... Okay. ... signed up..... So, I think everything, um, is set up. Yeah. All right. Well, I hope you have a great day. Thank you for your time. Thank you as well. I hope you have a great... Bye. Thank you. You too.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits ... urs. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Um, yes, I was calling because I received a, um, email from you all stating that you need more information from me, um, about my benefits.

Speaker speaker\_0: Okay, which staffing agency do you work for?

Speaker speaker\_1: Um, Staff Stabs.

Speaker speaker\_0: Okay, and what is the last four of your Social?

Speaker speaker\_1: 8276.

Speaker speaker\_0: And your first and last name, please?

Speaker speaker\_1: T.L. Carr.

Speaker speaker\_0: Okay, for security purposes, can you verify your address and date of birth?

Speaker speaker\_1: Um, 156 County Road 140, Qualla, Mississippi, 38933. Date of birth is 11/28/1988.

Speaker speaker\_0: Okay, thank you. Okay, so, um, is your phone number still listed 201-816-6258?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, thank you. And then I have jpycencé@gmail.com. Is that up to date?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Yeah, so it looks like, um, they did contact you today because we were missing the children's information. Um, so they changed the plans to employee only for the coverage. So it looks like right now you have the VIP Standard, which is your medical plan for employee only, being \$18.76 weekly from your paycheck, vision for employee only being \$2.42 weekly from your paycheck, term life for employee only being 60 cent weekly from your paycheck, dental for employee only being \$5.40 weekly from your paycheck, your MEC, which is your preventative plan, being \$15.91 weekly from your paycheck, and then the 3RX, which is the membership that gives the access to the top 90% genetic drugs prescribed in the US for employee only for \$5.99. So it looks like all your plans have been changed to employee only. Did you still wanna add your children?

Speaker speaker\_1: Yes. What was the information that was needed?

Speaker speaker\_0: The dependents' information. So we didn't get like their first name, last name. We didn't get their birthday, Social. We didn't get none of that. Um, so we did need to add them.

Speaker speaker\_1: I entered all of that online when I did it online. I put in all that information.

Speaker speaker\_0: Mm, I'm not sure what happened, but it looks like that was the reason for your, for th- their call in the morning because we-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... didn't have the children's information, so it just got changed to employee only. So which one... What did you want your children added in? Since it was changed, um, I can go ahead and add them, but I do need to know which one I enroll them into. So you have your preventative plan, dental, term life, vision, VIP Standard, and 3RX. Did you wanna do certain ones, or did you wanna add-

Speaker speaker\_1: I wanna do-

Speaker speaker\_0: ... them to everything?

Speaker speaker\_1: certain ones. I wanna do the dental, the, um, term life. Um... Was it on like a medical plan?

Speaker speaker\_0: Yeah, there's two that you selected. The MEC is the preventative one, meaning the one that covers like a physical, vaccines, STD, some STD and cancer screening. Um, and then you have your actual medical plan, which is the one that actually does cover doctor visits, the sick, urgent care, emergency room, and surgeries. That one's called the VIP Standard.

Speaker speaker\_1: So yeah, I wanna do the VIP Standard for them. So the dental, the VIP Standard, and the, um-

Speaker speaker\_0: Term life.

Speaker speaker\_1: ... term life. Mm-hmm.

Speaker speaker\_0: Okay, and then you just wanted to leave vision and the preventative one for yourself?

Speaker speaker\_1: Yeah. Mm-hmm. The first-

Speaker speaker\_0: Okay. So for, for the VIP Standard, employee and child, that's \$31.16 weekly from your paycheck. Dental for employee and child is \$14.58 weekly from your paycheck. Term life for employee and child is 90 cents weekly from your paycheck. Vision for yourself is \$2.42 weekly from your paycheck. And then the preventative one is \$15.91 weekly from your paycheck, being a new weekly deduction of \$64.97. Um, do you allow me to make these changes?

Speaker speaker\_1: Yes. Um, question. Is tha- is that gonna be, um, including all three of my children?

Speaker speaker\_0: Yes, so I can add them.

Speaker speaker\_1: Okay. Uh-huh.

Speaker speaker\_0: Um, I can go ahead and get the information. What's the first child's name?

Speaker speaker\_1: His name is Jaylen, J-A-Y-L-E-N.

Speaker speaker\_2: Mommy, I'm so sorry for being a

Speaker speaker\_1: Okay. Last name Cooley, C-O-O-L-E-Y.

Speaker speaker\_0: I'm sorry, can you say that again?

Speaker speaker\_1: C-O-O-L-E-Y.

Speaker speaker\_0: Okay. And then what's their... his social?

Speaker speaker\_1: Um, 755-07-4699.

Speaker speaker\_0: And then the date of birth?

Speaker speaker\_1: 12/28/2010.

Speaker speaker\_0: Okay. And then the second child?

Speaker speaker\_1: Adira, A-D-I-R-A. Last name, Carr, C-A-R-R.

Speaker speaker\_0: Okay. And then social?

Speaker speaker\_1: Mm-hmm. Hold on. I need to find out her social. Hold on. Hold on one second here.

Speaker speaker\_0: What was her date of birth?

Speaker speaker\_3: 09/09/2019.

Speaker speaker\_0: Okay.

Speaker speaker\_3: It's been a..... Hmm. I'm sorry.

Speaker speaker\_0: It's okay.

Speaker speaker\_3: I'm gonna have to, like, go into my car to get it and I know I have it. Um, I could just tell you...

Speaker speaker\_0: We could put zero, for right now, if you don't have it.

Speaker speaker\_3: Yeah. I have it.

Speaker speaker\_0: Okay. What is it?

Speaker speaker\_3: So, 481-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_3: ... 83-7725.

Speaker speaker\_0: Thank you. All right. And then, what's the third child's name?

Speaker speaker\_3: T-R-U, last name C-A-R-R.

Speaker speaker\_0: What was that first name again?

Speaker speaker\_3: Tru, T-R-U.

Speaker speaker\_0: Okay, thank you. And then the Social?

Speaker speaker\_3: 74654-6220.

Speaker speaker\_0: Thank you. And then, this is a girl or a boy?

Speaker speaker\_3: A boy.

Speaker speaker\_0: Okay. And then the date of birth, please?

Speaker speaker\_3: 07/22/2022.

Speaker speaker\_0: Okay, thank you. I got them three in there. All right. And then, did you have any questions about your coverage? I was gonna tell you to please allow one to two weeks for your staffing agency to start making the first deduction of \$54.97 from your paycheck. Once you see that first deduction, the following Monday is when your plan becomes effective. And by that first week of active coverage, you should be getting three cards, being your preventative, dental and vision. And for your VIP Standard card, I do wanna advise to you, that for this plan, they normally don't mail it out. So, if you do want a physical card, you're welcome to give us a call the week that you're active, so that we can go ahead and request it. So, the first ones that you're gonna get is your preventative, dental and vision. But for the medical card, being the VIP Standard, if you do want a physical card, once you become active, you're welcome to give us a call and we can request it to the carrier. If you have a doctor's appointment coming up and you're still waiting on your cards once you're active, you can just contact this number and we can email them to you electronically.

Speaker speaker\_3: Okay. Um, I have a question.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_3: Am- am I currently covered right now?

Speaker speaker\_0: No. Um, because you... Oh, actually, give me one second. Let me check. You are.

Speaker speaker\_3: Okay.

Speaker speaker\_0: You actually do have active coverage. You've been having active coverage since April the 7th. Um, but whenever the new one goes into effect with your kids, that's when you're gonna see that new weekly deduction of \$64.97. So, if they deduct, let's say this week, the 40 si- \$43.09, that's only for yourself, okay? But once you see the new deduction of the \$64.97, that's when your children are included into your coverage. Once you see that first deduction come out of your check, the following Monday is when that new, um, coverage goes into effect with your children.

Speaker speaker\_3: Okay, thank you so much.

Speaker speaker\_0: Oh, you're welcome. Did you have any questions regarding the plan that you were enrolled into?

Speaker speaker\_3: Um, no, I looked over them yesterday when I thought I...

Speaker speaker\_0: Okay.

Speaker speaker\_3: ... signed up..... So, I think everything, um, is set up. Yeah.

Speaker speaker\_0: All right. Well, I hope you have a great day. Thank you for your time.

Speaker speaker\_3: Thank you as well. I hope you have a great... Bye.

Speaker speaker\_0: Thank you. You too.