

## **Transcript: Estefania**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10 a- Card. My name is Stephanie. How can I assist you? Hello, Miss Stephanie. I've rece- I've received several messages about benefits through Partners Personnel. Okay. Yes, ma'am. So we're the healthcare administrators for Partners Personnel. Um, if you've received the message, most likely you just now received your first check. You have 30 days from the day that you receive it to enrollment into any healthcare benefits that they offer for their employees through that backing agency. Depending on how many you select, which ones they are, if you add dependents, that has a lot to do with how much the weekly deductions are from your paycheck. Um, it's something completely optional but you will be receiving friendly reminders letting you know that w- that you're within your personal open enrollment period, meaning the first 30 days after receiving your first check. Oh, okay. Well- Would you like help at all? I'm sorry? No, actually- Or would you like help? ... I just have some questions. Mm-hmm. Um, is there a minimum of hours you have to work to receive benefits? No, ma'am. As long as you're an active employee. Oh, okay. And, um, what is, like, the lowest plan you have? So it's probably gonna- I'm just trying to see- Yeah. ... money-wise- Yes, I understand. ... how much. Yes, ma'am. So it's gonna be the preventative plan. That's called the MEC TeleRx. It covers, like, one physical visit a year, some vaccinations, some STD and cancer screenings, but it's only a preventative. That's the most basic one. Um, they do offer other plans, but we do administrate different agencies around the nation. Partners Personal is one of them. And different agencies offer different prices and different plans. So I, to give you, like, a little bit more information about how much it will be, I would have to get in your file. Oh, okay. I got you. Well- But it's something completely optional. Um, it's not mandatory but you will be getting those reminders about open enrollment. Okay. All right. Well, I will- That's good. ... call back when I have a little more time and, um- Okay. ... you know, I'll lay out my option here. Okay. Gotcha. And then we'll be happy to- Yeah. ... send you the guide and explain everything whenever you have time. We're open from 8:00 AM- Oh, really? Thank you. ... until 8:00 PM Eastern Time, okay? Okay, great. Thank you, ma'am. You're welcome. Have a nice day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10 a- Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hello, Miss Stephanie. I've rece- I've received several messages about benefits through Partners Personnel.

Speaker speaker\_0: Okay. Yes, ma'am. So we're the healthcare administrators for Partners Personnel. Um, if you've received the message, most likely you just now received your first check. You have 30 days from the day that you receive it to enrollment into any healthcare benefits that they offer for their employees through that backing agency. Depending on how many you select, which ones they are, if you add dependents, that has a lot to do with how much the weekly deductions are from your paycheck. Um, it's something completely optional but you will be receiving friendly reminders letting you know that w- that you're within your personal open enrollment period, meaning the first 30 days after receiving your first check.

Speaker speaker\_1: Oh, okay. Well-

Speaker speaker\_0: Would you like help at all? I'm sorry?

Speaker speaker\_1: No, actually-

Speaker speaker\_0: Or would you like help?

Speaker speaker\_1: ... I just have some questions.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Um, is there a minimum of hours you have to work to receive benefits?

Speaker speaker\_0: No, ma'am. As long as you're an active employee.

Speaker speaker\_1: Oh, okay. And, um, what is, like, the lowest plan you have?

Speaker speaker\_0: So it's probably gonna-

Speaker speaker\_1: I'm just trying to see-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... money-wise-

Speaker speaker\_0: Yes, I understand.

Speaker speaker\_1: ... how much.

Speaker speaker\_0: Yes, ma'am. So it's gonna be the preventative plan. That's called the MEC TeleRx. It covers, like, one physical visit a year, some vaccinations, some STD and cancer screenings, but it's only a preventative. That's the most basic one. Um, they do offer other plans, but we do administrate different agencies around the nation. Partners Personal is one of them. And different agencies offer different prices and different plans. So I, to give you, like, a little bit more information about how much it will be, I would have to get in your file.

Speaker speaker\_1: Oh, okay. I got you. Well-

Speaker speaker\_0: But it's something completely optional. Um, it's not mandatory but you will be getting those reminders about open enrollment.

Speaker speaker\_1: Okay. All right. Well, I will-

Speaker speaker\_0: That's good.

Speaker speaker\_1: ... call back when I have a little more time and, um-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... you know, I'll lay out my option here. Okay.

Speaker speaker\_0: Gotcha. And then we'll be happy to-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... send you the guide and explain everything whenever you have time.  
We're open from 8:00 AM-

Speaker speaker\_1: Oh, really? Thank you.

Speaker speaker\_0: ... until 8:00 PM Eastern Time, okay?

Speaker speaker\_1: Okay, great. Thank you, ma'am.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: You too. Bye-bye.