

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, hello. Uh, this number just called me. I was just at work chilling, and, uh, this number called me out of nowhere. Okay. So we're the healthcare administrators for staff and agency. If you received a call, it's to inform you that either you're in your personal open enrollment period or you're either in your company open enrollment period. So that means that you're eligible at this time to enroll into healthcare benefits for your staff and agency. Depending on what plan you select, how many as well as if you choose dependents with those plans is how much the weekly deductions come out to be out of your paycheck. Okay. Is it something that you're interested in? Uh, what is this? Like, uh... So it's healthcare benefits like dental, vision, term life, group accident. Um, depending on who you're with is how much the plans are. Um, we do administrate different agencies, so I wouldn't be able to tell you a price because different agencies have different prices for their plans. So... But I could give you information. Uh... Yeah, I'm probably, uh, I'm gonna pass on that. Okay. Um, what's the name of the staff and agency you're with though? Because some of them do auto-enroll their members into a preventative plan. So if you're not interested, with the name I can see if they auto-enroll you into anything. Some do and some don't. Uh... I don't even think I'm on any health plan, to be honest with you. No, like, what I mean is, what staff and agency are you working with? 'Cause right now you don't have any coverage, um, because of course you haven't enrolled into anything. But what I'm saying is, some agencies auto-enroll their members into some plans. So if you're not interested, with the name of your agency I can check if those... if that agency auto-enroll their member or doesn't auto-enroll their member. 'Cause if they don't auto-enroll you- Oh. ... I don't have to do anything. But if they do, I would have to opt you out. Uh, what is, uh, what agency? Like my job? Y- who did you apply with? Uh, I'm, I'm working at Food Lion right now. So it would be the agency that you applied for. I applied for an agency? I don't even know if I applied for any agencies to be honest with you. I'm lost. Okay. Um, in that case, if you want you can just disregard the message, 'cause I wouldn't need the, the name of the agency to, like, continue the call. Well, how did y'all get my number? So that's why I'm... I was asking, did you apply with a staff and agency? 'Cause that's the only way we would have your number, 'cause we're the healthcare administrators for staff and agencies. Okay. So if you recently applied or worked with one, um, that's why you received that call. Uh... Yeah, there's no healthcare agency I know of that I applied for at the moment. I mean, there was one, but that was months ago. Oh, okay. So they probably have your number in their records. Um, in that case, I would just disregard the message. Heard. Okay. Well, thank you for Okay. ... reaching out. You're welcome. I hope you have a great day. Your, your, your voice sounds beautiful. Thank you. No problem. All right, bye. Bye.

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, hello. Uh, this number just called me. I was just at work chilling, and, uh, this number called me out of nowhere.

Speaker speaker_1: Okay. So we're the healthcare administrators for staff and agency. If you received a call, it's to inform you that either you're in your personal open enrollment period or you're either in your company open enrollment period. So that means that you're eligible at this time to enroll into healthcare benefits for your staff and agency. Depending on what plan you select, how many as well as if you choose dependents with those plans is how much the weekly deductions come out to be out of your paycheck.

Speaker speaker_2: Okay.

Speaker speaker_1: Is it something that you're interested in?

Speaker speaker_2: Uh, what is this? Like, uh...

Speaker speaker_1: So it's healthcare benefits like dental, vision, term life, group accident. Um, depending on who you're with is how much the plans are. Um, we do administrate different agencies, so I wouldn't be able to tell you a price because different agencies have different prices for their plans.

Speaker speaker_2: So...

Speaker speaker_1: But I could give you information.

Speaker speaker_2: Uh... Yeah, I'm probably, uh, I'm gonna pass on that.

Speaker speaker_1: Okay. Um, what's the name of the staff and agency you're with though? Because some of them do auto-enroll their members into a preventative plan. So if you're not interested, with the name I can see if they auto-enroll you into anything. Some do and some don't.

Speaker speaker_2: Uh... I don't even think I'm on any health plan, to be honest with you.

Speaker speaker_1: No, like, what I mean is, what staff and agency are you working with? 'Cause right now you don't have any coverage, um, because of course you haven't enrolled into anything. But what I'm saying is, some agencies auto-enroll their members into some plans. So if you're not interested, with the name of your agency I can check if those... if that agency auto-enroll their member or doesn't auto-enroll their member. 'Cause if they don't auto-enroll you-

Speaker speaker_2: Oh.

Speaker speaker_1: ... I don't have to do anything. But if they do, I would have to opt you out.

Speaker speaker_2: Uh, what is, uh, what agency? Like my job?

Speaker speaker_1: Y- who did you apply with?

Speaker speaker_2: Uh, I'm, I'm working at Food Lion right now.

Speaker speaker_1: So it would be the agency that you applied for.

Speaker speaker_2: I applied for an agency? I don't even know if I applied for any agencies to be honest with you. I'm lost.

Speaker speaker_1: Okay. Um, in that case, if you want you can just disregard the message, 'cause I wouldn't need the, the name of the agency to, like, continue the call.

Speaker speaker_2: Well, how did y'all get my number?

Speaker speaker_1: So that's why I'm... I was asking, did you apply with a staff and agency? 'Cause that's the only way we would have your number, 'cause we're the healthcare administrators for staff and agencies.

Speaker speaker_2: Okay.

Speaker speaker_1: So if you recently applied or worked with one, um, that's why you received that call.

Speaker speaker_2: Uh... Yeah, there's no healthcare agency I know of that I applied for at the moment. I mean, there was one, but that was months ago.

Speaker speaker_1: Oh, okay. So they probably have your number in their records. Um, in that case, I would just disregard the message.

Speaker speaker_2: Heard. Okay. Well, thank you for

Speaker speaker_3: Okay.

Speaker speaker_2: ... reaching out.

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

Speaker speaker_2: Your, your, your voice sounds beautiful.

Speaker speaker_1: Thank you.

Speaker speaker_2: No problem. All right, bye.

Speaker speaker_1: Bye.