

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, I'm Evelyn Sajous. I just received a call from this number, please. Okay. Um, are you... So, we're the healthcare administrators for staffing agencies. If they called you, it's probably regarding your healthcare benefits. Are you currently working with a staffing agency? Yeah, but I didn't start working yet. Oh. I just got done with my application, but I didn't start work yet. Okay. So, it ha- it probably has to be regarding the enrollment form. You probably filled something out wrong and we needed verification on something. What's the name of the staffing agency? Uh, SITE. SITE, SITE, uh... SITE Staffing? Yeah. Staffing, mm-hmm. And then what are the last four of your Social? My Social? Yeah, the last four numbers, though. 6399. Thank you, and your first and last name, please? Evelyn Flotajous. For security purposes, do you mind verifying the address that I have on file, as well as the date of birth? My date of, uh, birth? Yes. What is it? Okay. Uh, March 22nd, 1975. How about your address? 1428 South 88th Street, West Allis, Milwaukee. Thank you, ma'am. Okay. And then is 414-484-5780 your phone number? Yeah. Correct. Okay, thank you. So, let's see why they called you. So, we were filling, um... We were processing an enrollment form that you filled out on April the 10th for SITE Staffing regarding- Mm-hmm. ... their healthcare benefits. You selected to be enrolled into the Family Plan, but you didn't select any of the plans, um, nor did you select not to participate. So, we were actually calling to see if you did want to enroll into the healthcare benefits that they offer, or if you wanted to decline the coverage. No, I want to enroll in the benefit with my family. Okay. Specially- Okay. Specially me ho- me and my husband. Okay. Yeah, that's fine. Mm-hmm. You didn't select any of the plans though, so what did you want to be enrolled into? That mean what exactly, please? I don't... Me too, I didn't understand really that part, because it was not really defined, you know? Because I know usually healthcare is, like, the dentist, uh, vision, or health, um, everything, then they just put, like, Family Plan for it, but I didn't understand. When you say- So, I- ... another part, that means what? Yeah. So, I, I, I can explain them to you. Mm-hmm. Um, and if you want, I can also send you... Hello? Hello? Can you hear me?

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, I'm Evelyn Sajous. I just received a call from this number, please.

Speaker speaker_0: Okay. Um, are you... So, we're the healthcare administrators for staffing agencies. If they called you, it's probably regarding your healthcare benefits. Are you currently working with a staffing agency?

Speaker speaker_1: Yeah, but I didn't start working yet.

Speaker speaker_0: Oh.

Speaker speaker_1: I just got done with my application, but I didn't start work yet.

Speaker speaker_0: Okay. So, it ha- it probably has to be regarding the enrollment form. You probably filled something out wrong and we needed verification on something. What's the name of the staffing agency?

Speaker speaker_1: Uh, SITE. SITE, SITE, uh...

Speaker speaker_0: SITE Staffing?

Speaker speaker_1: Yeah. Staffing, mm-hmm.

Speaker speaker_0: And then what are the last four of your Social?

Speaker speaker_1: My Social?

Speaker speaker_0: Yeah, the last four numbers, though.

Speaker speaker_1: 6399.

Speaker speaker_0: Thank you, and your first and last name, please?

Speaker speaker_1: Evelyn Flotajous.

Speaker speaker_0: For security purposes, do you mind verifying the address that I have on file, as well as the date of birth?

Speaker speaker_1: My date of, uh, birth?

Speaker speaker_0: Yes. What is it?

Speaker speaker_1: Okay. Uh, March 22nd, 1975.

Speaker speaker_0: How about your address?

Speaker speaker_1: 1428 South 88th Street, West Allis, Milwaukee.

Speaker speaker_0: Thank you, ma'am. Okay. And then is 414-484-5780 your phone number?

Speaker speaker_1: Yeah. Correct.

Speaker speaker_0: Okay, thank you. So, let's see why they called you. So, we were filling, um... We were processing an enrollment form that you filled out on April the 10th for SITE Staffing regarding-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... their healthcare benefits. You selected to be enrolled into the Family Plan, but you didn't select any of the plans, um, nor did you select not to participate. So, we were actually calling to see if you did want to enroll into the healthcare benefits that they offer, or if you wanted to decline the coverage.

Speaker speaker_1: No, I want to enroll in the benefit with my family.

Speaker speaker_0: Okay.

Speaker speaker_1: Specially-

Speaker speaker_0: Okay.

Speaker speaker_1: Specially me ho- me and my husband.

Speaker speaker_0: Okay. Yeah, that's fine.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: You didn't select any of the plans though, so what did you want to be enrolled into?

Speaker speaker_1: That mean what exactly, please? I don't... Me too, I didn't understand really that part, because it was not really defined, you know? Because I know usually healthcare is, like, the dentist, uh, vision, or health, um, everything, then they just put, like, Family Plan for it, but I didn't understand. When you say-

Speaker speaker_0: So, I-

Speaker speaker_1: ... another part, that means what?

Speaker speaker_0: Yeah. So, I, I, I can explain them to you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, and if you want, I can also send you...

Speaker speaker_1: Hello? Hello? Can you hear me?