

Transcript: Estefania

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Full Transcript

Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Yeah, I'm trying to see about, uh, enrollment plan. Okay. What's the- I have a plan to stop that. What stopping agency is this? Vercella. Okay. And then the last four of your Social? 77799. And your first and last name? Gerald Washington. I'm sorry, you broke up a little bit. Can you repeat that? Gerald Washington. Okay. And, and then did you say 7779? 77799. Okay, thank you. Can you please verify your address and date of birth for security purposes? 1644 Milwalk Drive, Apartment one, Tennessee 38116, 2/5/85. Okay, thank you. And then give me your, um, birthday again. 2/5/85. Okay. February the fifth in 1985? Okay, then I have 901-552-1964 as your phone number. Is that up to date? Nah. It's not? What- 901- Okay. 901-713-0652. Okay, thank you. And then I have waynejunior0009@gmail.com? Yeah. Okay. So. Come on ... get there. Let's see. Yep, you have to call the office, baby. Yeah. Okay, did you know- And they like- ... already what you wanted to be enrolled into? Because I would have to send a email to the main office to do a eligibility review to know if you're eligible for the enrollment. Um, and then once they notify me if you are eligible, we can go ahead and enroll you into it. But in the meantime, did you know what you wanted to be enrolled into, just in case you are eligible? They just sent it to me today. Uh, I'm will think I would be able when they just sent me the link to it today. Who sent you the link? The, the guy at Vercella at the- Okay, so- ... at the office. So, we're the... They don't take care of the benefits, we do. We're the healthcare administrator. No, I, I, I asked them who, what insurance do we have- Yeah. ... with the company. And he told me- And they don't really, and I don't think they're knowledgeable regarding what makes you eligible or not, so that's why I do have to send, um, email to the main office, and they would be the ones to notify me. Um, what makes you eligible, Vercella doesn't really have to do anything regarding that, so I don't think they would even know what would make you eligible or not. So I do have to send that email to the main office for them to review. Then they would let me know if you're eligible or not, and I would do an outbound call to let you know. Um, but in the meantime, if you are eligible, did you know what you wanted to be enrolled into? 'Cause they do have different medical plans. Yeah, I need dental. I need, um- Okay. ... I need dental, I need Medicare. Um, more like a family plan. I think the family plan is sure to be cheaper. Um, so if you want, I can just go over the plans, because they have three different medical plans. Um, so if you want, I'm- Well, actually, I'm actually on my lunch break right now. I only get 30 minutes, so I'll just call to check out and see. Um, but if you can, you can just go ahead and verify if I'm able to be enrolled, and by that time, I've been looked on y'all website and see which plan I want to go with. Okay, that's fine. Did you want me to send you the benefit guide to your email? That benefit guide has all the plans with the prices to those plans that I was about to go over. So if you want- Yeah. ... I can send you that. And then, and then in the meantime, you can look over it, and then hopefully

you are eligible. And then if you are, we'll just call you, and if you have questions, we can just answer them. What will make me not... What will make me not eligible, though? I'm not really sure what they consider not to be eligible right now. W- the only time we really have to send that, um, email is when you have multiple hire dates on your file. Then I believe they reach out to your employer. But I'm not sure what makes you eligible. It really- Oh. The main office is- Okay. ... the one who determines that. But I'll definitely send that email out, and most likely you'll get a call from me today. If you don't answer for some reason, I will be leaving you a voicemail letting you know, as well as sending you an email. Yeah, I only had one job through this company, and I've been there seven months already. And they ain't paid it over, so I need some insurance so I can go to the doctor. Okay. Um, and then I don't know if you could just verify your email real quick to make sure that you did receive that benefit guide. It should come from info@benefitcentercard.com. And I'm about to send it right now. Okay, one sec. waynejunior0009 at gmail. Yes, correct. All right. Okay, I went ahead and emailed that to you. Can you please check your email, um, to verify that you did receive it? And if you don't see it right away, I would also check your spam and your junk. I think I got it. Vercella. Here, I think I... It reads, uh, thank you for contacting Benefits Center Card. Yep. Send your request attached with the PDF file for the new benefits. Okay. Yeah, I checked them out. That's all. All right. That's all. Yeah. Okay. Yes, sir. Okay, thank you. I hope you have a great day, and I went ahead and emailed that to them. All right. Thank you. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yeah, I'm trying to see about, uh, enrollment plan.

Speaker speaker_0: Okay. What's the-

Speaker speaker_1: I have a plan to stop that.

Speaker speaker_0: What stopping agency is this?

Speaker speaker_1: Vercella.

Speaker speaker_0: Okay. And then the last four of your Social?

Speaker speaker_1: 77799.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Gerald Washington.

Speaker speaker_0: I'm sorry, you broke up a little bit. Can you repeat that?

Speaker speaker_1: Gerald Washington.

Speaker speaker_0: Okay. And, and then did you say 7779?

Speaker speaker_1: 77799.

Speaker speaker_0: Okay, thank you. Can you please verify your address and date of birth for security purposes?

Speaker speaker_1: 1644 Milwalk Drive, Apartment one, Tennessee 38116, 2/5/85.

Speaker speaker_0: Okay, thank you. And then give me your, um, birthday again.

Speaker speaker_1: 2/5/85.

Speaker speaker_0: Okay. February the fifth in 1985? Okay, then I have 901-552-1964 as your phone number. Is that up to date?

Speaker speaker_1: Nah.

Speaker speaker_0: It's not? What-

Speaker speaker_1: 901-

Speaker speaker_0: Okay.

Speaker speaker_1: 901-713-0652.

Speaker speaker_0: Okay, thank you. And then I have waynejunior0009@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So.

Speaker speaker_1: Come on

Speaker speaker_2: ... get there.

Speaker speaker_0: Let's see.

Speaker speaker_2: Yep, you have to call the office, baby. Yeah.

Speaker speaker_0: Okay, did you know-

Speaker speaker_2: And they like-

Speaker speaker_0: ... already what you wanted to be enrolled into? Because I would have to send a email to the main office to do a eligibility review to know if you're eligible for the enrollment. Um, and then once they notify me if you are eligible, we can go ahead and enroll you into it. But in the meantime, did you know what you wanted to be enrolled into, just in case you are eligible?

Speaker speaker_1: They just sent it to me today. Uh, I'm will think I would be able when they just sent me the link to it today.

Speaker speaker_0: Who sent you the link?

Speaker speaker_1: The, the guy at Vercella at the-

Speaker speaker_0: Okay, so-

Speaker speaker_1: ... at the office.

Speaker speaker_0: So, we're the... They don't take care of the benefits, we do. We're the healthcare administrator.

Speaker speaker_1: No, I, I, I asked them who, what insurance do we have-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... with the company. And he told me-

Speaker speaker_0: And they don't really, and I don't think they're knowledgeable regarding what makes you eligible or not, so that's why I do have to send, um, email to the main office, and they would be the ones to notify me. Um, what makes you eligible, Vercella doesn't really have to do anything regarding that, so I don't think they would even know what would make you eligible or not. So I do have to send that email to the main office for them to review. Then they would let me know if you're eligible or not, and I would do an outbound call to let you know. Um, but in the meantime, if you are eligible, did you know what you wanted to be enrolled into? 'Cause they do have different medical plans.

Speaker speaker_1: Yeah, I need dental. I need, um-

Speaker speaker_0: Okay.

Speaker speaker_1: ... I need dental, I need Medicare. Um, more like a family plan. I think the family plan is sure to be cheaper.

Speaker speaker_0: Um, so if you want, I can just go over the plans, because they have three different medical plans. Um, so if you want, I'm-

Speaker speaker_1: Well, actually, I'm actually on my lunch break right now. I only get 30 minutes, so I'll just call to check out and see. Um, but if you can, you can just go ahead and verify if I'm able to be enrolled, and by that time, I've been looked on y'all website and see which plan I want to go with.

Speaker speaker_0: Okay, that's fine. Did you want me to send you the benefit guide to your email? That benefit guide has all the plans with the prices to those plans that I was about to go over. So if you want-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... I can send you that. And then, and then in the meantime, you can look over it, and then hopefully you are eligible. And then if you are, we'll just call you, and if you have questions, we can just answer them.

Speaker speaker_1: What will make me not... What will make me not eligible, though?

Speaker speaker_0: I'm not really sure what they consider not to be eligible right now. W- the only time we really have to send that, um, email is when you have multiple hire dates on your file. Then I believe they reach out to your employer. But I'm not sure what makes you eligible.

It really-

Speaker speaker_1: Oh.

Speaker speaker_0: The main office is-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the one who determines that. But I'll definitely send that email out, and most likely you'll get a call from me today. If you don't answer for some reason, I will be leaving you a voicemail letting you know, as well as sending you an email.

Speaker speaker_1: Yeah, I only had one job through this company, and I've been there seven months already. And they ain't paid it over, so I need some insurance so I can go to the doctor.

Speaker speaker_0: Okay. Um, and then I don't know if you could just verify your email real quick to make sure that you did receive that benefit guide. It should come from info@benefitcentercard.com. And I'm about to send it right now. Okay, one sec.

Speaker speaker_1: waynejunior0009 at gmail.

Speaker speaker_0: Yes, correct. All right. Okay, I went ahead and emailed that to you. Can you please check your email, um, to verify that you did receive it? And if you don't see it right away, I would also check your spam and your junk.

Speaker speaker_1: I think I got it. Vercella. Here, I think I... It reads, uh, thank you for contacting Benefits Center Card.

Speaker speaker_0: Yep.

Speaker speaker_1: Send your request attached with the PDF file for the new benefits. Okay. Yeah, I checked them out. That's all.

Speaker speaker_0: All right.

Speaker speaker_1: That's all. Yeah.

Speaker speaker_0: Okay. Yes, sir. Okay, thank you. I hope you have a great day, and I went ahead and emailed that to them.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Thank you.