

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, my name is David Hill. I am trying to set up this, uh, this Rapid Card I got from my employer. Okay. Um, who are, who's your staffing agency that you're with? Uh, Partners Personnel. And then, what are the last four of your Social? Okay, 53321, 5540. Thank you. For security purposes, I do need you to verify your full address, as well as your date of birth. Um, uh-oh. Oh, my... What's the address? 412 Lynn Avenue Northwest. Oh, 412 Lynn Avenue Northwest? Mm-hmm. And then what city and state? Renton, Washington. 98057. And the zip code? 98- Mm-hmm. 98057. 057. Okay. And what was your date of birth? 8/13/85. Okay. Is your phone number still the 206-300-7685? Yes, ma'am. Okay. And then, I have your email as davidhill349509@gmail.com. Is that correct? Yes, that's mine. Y- yes, ma'am. Okay. And then by any chance, did you know what benefits you wanted to be enrolled into already, or did you want me to go over the plans? Um, yeah, you can, you can go, you can go over it. I r- I just thought it was to get my paycheck on my card. Oh. No, sir. So, um, we're the healthcare administrators for Partners Personnel, so it looks like right now you're within your personal open enrollment period, meaning you have 30 days from the day that you received your very first check to be eligible to enroll into any healthcare benefits that they offer, depending on how many you were to select, as well as if you include dependents t- in this plan. Has a lot to do with how much the weekly deductions are for the plans, um, from your paycheck, and it is weekly deductions from your paycheck. So, this is like a, like a health insurance? Yes, through your staffing agency. Um, is it, this i- It's optional. Th- It's not, it's not something that it's mandatory, but you will be getting reminders letting you know that you're within personal open enrollment period. And I just checked to see when your deadline is, and it looks like if you are interested in enrolling, the last day that you would have to enroll is January 14th. Okay. Uh, so I, I have time to think about, to think about this? Yes, sir. And if you want, I can send you the benefit guide. So, what that benefit guide has, it has all the plans that they offer, as well as the prices for those plans. Um, I was gonna let you know, though, that for some of their plans, they have a IRS regulation in them, which means it allows you to pay those plans with pre-tax dollars. However, if you wanna drop that plan in the future, you would have to do it before January 14. Because if you call, let's say, like on the 16th to, like, cancel it, they're gonna tell you that you h- you're gonna have to wait for the next company open enrollment period, which would be in the month of October. And it looks like it- Oh. ... would be for the, for the medical plans. Yeah. If you could, uh, if you could send me the, the, like, the w- the benefit plans, that would be awesome, where I can look at 'em. Okay. Yes, sir. Um, is that a good email to send it to? Absolutely. Okay. Give me one second. Let me send that over real quick. Do I need health insurance? Get it? What? Go ahead. Huh? Do I need health insurance?

Yeah, you got it. Ask for health insurance. This is it. I already have it, don't I? Yeah, you got it. But they won't take it 'cause I work? I don't know if you'll even get it. Okay. Hello? Yes, sir. Yeah. Oh, yeah. Yeah. Yeah, if you could just send me the benefit plans, that would be cool, and I will get back to you guys in a few days. Okay. And I went ahead and sent it to your email file. Um, do you mind verifying that you received it? Um, y- y- yep. Hang on. I don't wanna hang up on you, and I'm trying to get to it right now. I think he's got your card in his hand. Okay. Okay, um... Get your health insurance card. Okay. Uh, uh, y- yep, it's there. All right. So that, that, um, email has all the plans- Yeah. ... that they offer, as well as the prices. So, if you- Okay. ... do wanna enroll, you're welcome to give us a call back, and it looks like the last day that you would have to enroll would be January 14th. Okay, thank you very much. Uh-huh. You're welcome. Have a nice day. Y- yeah. You have a good day.

Conversation Format

Speaker speaker_0: 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?

Speaker speaker_1: Uh, hello, my name is David Hill. I am trying to set up this, uh, this Rapid Card I got from my employer.

Speaker speaker_0: Okay. Um, who are, who's your staffing agency that you're with?

Speaker speaker_1: Uh, Partners Personnel.

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

Speaker speaker_1: Okay, 53321, 5540.

Speaker speaker_0: Thank you. For security purposes, I do need you to verify your full address, as well as your date of birth.

Speaker speaker_1: Um, uh-oh. Oh, my... What's the add-

Speaker speaker_2: 412 Lynn Avenue Northwest.

Speaker speaker_1: Oh, 412 Lynn Avenue Northwest?

Speaker speaker_0: Mm-hmm. And then what city and state?

Speaker speaker_1: Renton, Washington.

Speaker speaker_2: 98057.

Speaker speaker_0: And the zip code?

Speaker speaker_1: 98-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: 98057.

Speaker speaker_1: 057.

Speaker speaker_0: Okay. And what was your date of birth?

Speaker speaker_1: 8/13/'85.

Speaker speaker_0: Okay. Is your phone number still the 206-300-7685?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then, I have your email as davidhill349509@gmail.com. Is that correct?

Speaker speaker_1: Yes, that's mine. Y- yes, ma'am.

Speaker speaker_0: Okay. And then by any chance, did you know what benefits you wanted to be enrolled into already, or did you want me to go over the plans?

Speaker speaker_1: Um, yeah, you can, you can go, you can go over it. I r- I just thought it was to get my paycheck on my card.

Speaker speaker_0: Oh. No, sir. So, um, we're the healthcare administrators for Partners Personnel, so it looks like right now you're within your personal open enrollment period, meaning you have 30 days from the day that you received your very first check to be eligible to enroll into any healthcare benefits that they offer, depending on how many you were to select, as well as if you include dependents t- in this plan. Has a lot to do with how much the weekly deductions are for the plans, um, from your paycheck, and it is weekly deductions from your paycheck.

Speaker speaker_1: So, this is like a, like a health insurance?

Speaker speaker_0: Yes, through your staffing agency.

Speaker speaker_1: Um, is it, this i-

Speaker speaker_0: It's optional.

Speaker speaker_1: Th-

Speaker speaker_0: It's not, it's not something that it's mandatory, but you will be getting reminders letting you know that you're within personal open enrollment period. And I just checked to see when your deadline is, and it looks like if you are interested in enrolling, the last day that you would have to enroll is January 14th.

Speaker speaker_1: Okay. Uh, so I, I have time to think about, to think about this?

Speaker speaker_0: Yes, sir. And if you want, I can send you the benefit guide. So, what that benefit guide has, it has all the plans that they offer, as well as the prices for those plans. Um, I was gonna let you know, though, that for some of their plans, they have a IRS regulation in them, which means it allows you to pay those plans with pre-tax dollars. However, if you wanna drop that plan in the future, you would have to do it before January 14. Because if you call, let's say, like on the 16th to, like, cancel it, they're gonna tell you that you h- you're gonna

have to wait for the next company open enrollment period, which would be in the month of October. And it looks like it-

Speaker speaker_1: Oh.

Speaker speaker_0: ... would be for the, for the medical plans.

Speaker speaker_1: Yeah. If you could, uh, if you could send me the, the, like, the w- the benefit plans, that would be awesome, where I can look at 'em.

Speaker speaker_0: Okay. Yes, sir. Um, is that a good email to send it to?

Speaker speaker_1: Absolutely.

Speaker speaker_0: Okay. Give me one second. Let me send that over real quick.

Speaker speaker_1: Do I need health insurance?

Speaker speaker_2: Get it?

Speaker speaker_3: What?

Speaker speaker_2: Go ahead.

Speaker speaker_3: Huh?

Speaker speaker_1: Do I need health insurance?

Speaker speaker_3: Yeah, you got it. Ask for health insurance. This is it.

Speaker speaker_1: I already have it, don't I?

Speaker speaker_3: Yeah, you got it.

Speaker speaker_1: But they won't take it 'cause I work?

Speaker speaker_3: I don't know if you'll even get it.

Speaker speaker_1: Okay. Hello?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Yeah. Oh, yeah. Yeah. Yeah, if you could just send me the benefit plans, that would be cool, and I will get back to you guys in a few days.

Speaker speaker_0: Okay. And I went ahead and sent it to your email file. Um, do you mind verifying that you received it?

Speaker speaker_1: Um, y- y- yep. Hang on. I don't wanna hang up on you, and I'm trying to get to it right now.

Speaker speaker_3: I think he's got your card in his hand.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay, um...

Speaker speaker_3: Get your health insurance card.

Speaker speaker_1: Okay. Uh, uh, y- yep, it's there.

Speaker speaker_0: All right. So that, that, um, email has all the plans-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... that they offer, as well as the prices. So, if you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... do wanna enroll, you're welcome to give us a call back, and it looks like the last day that you would have to enroll would be January 14th.

Speaker speaker_1: Okay, thank you very much.

Speaker speaker_0: Uh-huh. You're welcome. Have a nice day.

Speaker speaker_1: Y- yeah. You have a good day.