

## Transcript: Estefania

**Acevedo-6567405727432704-5476189795434496**

### Full Transcript

Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Hey, uh, what, uh... How can I help you? Hey. So, I wanted to talk to you about, um, my insurance and medical insurance. Okay. What staffing agency are you working with? WSI. Okay. So we have committed two staffing agencies under those three initials. Is it Workforce Strategies or is it WorkSmart? Um, I think... I don't know which one. We have WorkSmart INC, and then we have Workforce Strategies. Well, what are the different kinds? I don't know. Well- Um- ... I would need the right one, because we do administrate different agencies around the nation, not just one. Okay. Um, I think it might be WorkSmart. WorkSmart? Yeah. And if not, it's the other one. Ooh. Okay, um... I know, I don't know. Uh, let me see. Let me, let me try and see. One second. Okay. What are the last four of your Social? Let me see which one you're popping up so I can... Um, 6441. I'm sorry, can you say that again? 6441. First and last name? Alexis Blank. Okay. So you're not with WorkSmart. Um, let me see if you're with the other one. Okay, I'm so sorry. It's okay. Okay, you're with, uh, it's Workforce Strategies. Okay. Um, can you please verify your address and date of birth for security purposes? Um, August 4th, 2006. And I think the address I have down is Third Street in Osceola- It's not that one. Maybe another one? Uh, 1917 Pleasant Drive or, um, I don't know. I've been everywhere. Um, it's, it's- If you don't remember, I, you can always verify your full Social, but since it's security questions, I do need the right one. That or social media verify. I'm running out, like out of my water. One sec. Okay. Of course I left it on the car on this day. Okay. It is 373- Mm-hmm. ... 33441. Or 6441. Yeah. Okay, thank you. I have the 963 Treasure Island Drive. Oh, yeah. I changed that a minute ago. I'm sorry. Did you want me to change that? 'Cause every time you call, they're gonna ask you these questions. So I can update it for you next time. I'll change it next time when I remember my address. Okay. Yeah, that's fine. Um, and then is your phone number still the 269-341-0849? Yes. Okay. And then I have your last name, first name, 257 at gmail.com. Is that up to date? Yes. Okay. So, you currently are enrolled into group accident for employee only being a dollar and 55 cents weekly. Dental for employee only being five dollars and 46 cents weekly. Term life for employee only being 60 cents weekly. Vision for employee only being two dollars and 42 cents weekly. And then your medical plan, which is the VIT Classic for employee only being \$19.98. A total of a weekly deduction of \$29.95. Um, it looks like this is your first week with active coverage. What was your question? What they are. I'm so sorry. I, I'm... It's okay. It's definitely my first time. I don't know what I got. I was totally not a... If, if you want, I can send you the PDF through your email that has all the plans that they offer, and then I'll write down on the email the plans that you were enrolled into so that you can, so that you're aware of what it is and what it covers. So if you want, I can send you that email. That would be great. And then also, um, a medical card apparently. Yes. Okay. And then- And like when I go into a dentist, do I show the dentist?

Like, what do I do? How do I do the actual thing? You just show them... You, to sign a provider you can just contact them. Uh, if you want, I'll just send you your cards right now and then it'll- That would be great. ... tell you who to contact for what plan. Okay, that'd be great. Um, while I do that, can I put you in a brief hold just so that I can get your cards ready and then I'll send you the PDF- Okay. ... that has the plans that you are enrolled in with what it, um, covers. You would just have to open the PDF. Um, but I'll write down on, on there what all you have. Yeah, that'd be great. Okay. Um, I'm gonna put you in a brief hold while I get that ready, okay? Of course, thank you. Mm-hmm. Okay. I went ahead and emailed that to you. Do you mind confirming that you received it? So you should be- I see it right now. ... receiving two emails, um, one being the benefit guide, I wrote down the plan that you're enrolled into, and then the second email being your actual card. Yeah, I'm reading the one right now, the PDF one, I think. Sorry, all the benefits. Yeah, it's fine. I'm looking at the card now. Oops. Did you have any questions? Nope, that was it. No? And then I was gonna tell you that the only thing that we're missing from you is a beneficiary when it comes to your TERMA life. Um, did- did you have somebody in mind that you wanted to put down? Just in case something, um, say, what's to happen to you, who'd you wanna leave that to? Um, I'm sorry. No, you're fine. Um. If you don't have somebody in mind right now, that's okay. We can leave that how it is for now. Um, just whenever you have somebody- I do, but she's underage. Uh, that one's not mine. Okay. Can I have- Yeah. You can put anybody down as a beneficiary. The only ones that really matter are the dependents when it comes to the age, but not beneficiaries. Okay. Yeah. Can I do a Anastasia? Mm-hmm. Sniff, sniff. You said- you said Anastasia, right? Yeah. Spelled exactly like the princess. Okay. And then what's the last name? P-E-U-G-E-O-T. Did you say P-E-U-G-E-O-T? Yes. Okay. And then the relationship? My little sister. Okay. All right. I put her down. All right, and then just keep in mind, if you wanna make changes to your enrollment, they give you 30 days from the time that you receive your first shot to be eligible to make these changes. After those 30 days are up, you would have to wait for the next company Open Enrollment to open to do those changes, um, which I can check to see what month that falls into for the staffing agents. So it's done between March up until April, so you would have to wait for next year to come around. Um, at any time you can cancel these, but to add anything new, you would have to be within company Open Enrollment, okay? Okay. All right. I hope you have a great day. Thank you for your time. Of course. Thank you.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hey, uh, what, uh...

Speaker speaker\_0: How can I help you?

Speaker speaker\_1: Hey. So, I wanted to talk to you about, um, my insurance and medical insurance.

Speaker speaker\_0: Okay. What staffing agency are you working with?

Speaker speaker\_1: WSI.

Speaker speaker\_0: Okay. So we have committed two staffing agencies under those three initials. Is it Workforce Strategies or is it WorkSmart?

Speaker speaker\_1: Um, I think... I don't know which one.

Speaker speaker\_0: We have WorkSmart INC, and then we have Workforce Strategies.

Speaker speaker\_1: Well, what are the different kinds? I don't know.

Speaker speaker\_0: Well-

Speaker speaker\_1: Um-

Speaker speaker\_0: ... I would need the right one, because we do administrate different agencies around the nation, not just one.

Speaker speaker\_1: Okay. Um, I think it might be WorkSmart.

Speaker speaker\_0: WorkSmart?

Speaker speaker\_1: Yeah. And if not, it's the other one.

Speaker speaker\_0: Ooh. Okay, um...

Speaker speaker\_1: I know, I don't know.

Speaker speaker\_0: Uh, let me see.

Speaker speaker\_1: Let me, let me try and see. One second.

Speaker speaker\_0: Okay. What are the last four of your Social? Let me see which one you're popping up so I can...

Speaker speaker\_1: Um, 6441.

Speaker speaker\_0: I'm sorry, can you say that again?

Speaker speaker\_1: 6441.

Speaker speaker\_0: First and last name?

Speaker speaker\_1: Alexis Blank.

Speaker speaker\_0: Okay. So you're not with WorkSmart. Um, let me see if you're with the other one.

Speaker speaker\_1: Okay, I'm so sorry.

Speaker speaker\_0: It's okay. Okay, you're with, uh, it's Workforce Strategies.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, can you please verify your address and date of birth for security purposes?

Speaker speaker\_1: Um, August 4th, 2006. And I think the address I have down is Third Street in Osceola-

Speaker speaker\_0: It's not that one. Maybe another one?

Speaker speaker\_1: Uh, 1917 Pleasant Drive or, um, I don't know. I've been everywhere. Um, it's, it's-

Speaker speaker\_0: If you don't remember, I, you can always verify your full Social, but since it's security questions, I do need the right one. That or social media verify.

Speaker speaker\_1: I'm running out, like out of my water. One sec.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Of course I left it on the car on this day. Okay. It is 373-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... 33441. Or 6441. Yeah.

Speaker speaker\_0: Okay, thank you. I have the 963 Treasure Island Drive.

Speaker speaker\_1: Oh, yeah. I changed that a minute ago. I'm sorry.

Speaker speaker\_0: Did you want me to change that? 'Cause every time you call, they're gonna ask you these questions. So I can update it for you next time.

Speaker speaker\_1: I'll change it next time when I remember my address.

Speaker speaker\_0: Okay. Yeah, that's fine. Um, and then is your phone number still the 269-341-0849?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And then I have your last name, first name, 257 at gmail.com. Is that up to date?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So, you currently are enrolled into group accident for employee only being a dollar and 55 cents weekly. Dental for employee only being five dollars and 46 cents weekly. Term life for employee only being 60 cents weekly. Vision for employee only being two dollars and 42 cents weekly. And then your medical plan, which is the VIT Classic for employee only being \$19.98. A total of a weekly deduction of \$29.95. Um, it looks like this is your first week with active coverage. What was your question?

Speaker speaker\_1: What they are. I'm so sorry. I, I'm...

Speaker speaker\_0: It's okay.

Speaker speaker\_1: It's definitely my first time. I don't know what I got. I was totally not a...

Speaker speaker\_0: If, if you want, I can send you the PDF through your email that has all the plans that they offer, and then I'll write down on the email the plans that you were enrolled into so that you can, so that you're aware of what it is and what it covers. So if you want, I can send you that email.

Speaker speaker\_1: That would be great. And then also, um, a medical card apparently.

Speaker speaker\_0: Yes. Okay. And then-

Speaker speaker\_1: And like when I go into a dentist, do I show the dentist? Like, what do I do? How do I do the actual thing?

Speaker speaker\_0: You just show them... You, to sign a provider you can just contact them. Uh, if you want, I'll just send you your cards right now and then it'll-

Speaker speaker\_1: That would be great.

Speaker speaker\_0: ... tell you who to contact for what plan.

Speaker speaker\_1: Okay, that'd be great.

Speaker speaker\_0: Um, while I do that, can I put you in a brief hold just so that I can get your cards ready and then I'll send you the PDF-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... that has the plans that you are enrolled in with what it, um, covers. You would just have to open the PDF. Um, but I'll write down on, on there what all you have.

Speaker speaker\_2: Yeah, that'd be great.

Speaker speaker\_3: Okay. Um, I'm gonna put you in a brief hold while I get that ready, okay?

Speaker speaker\_2: Of course, thank you.

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_0: Okay. I went ahead and emailed that to you. Do you mind confirming that you received it? So you should be-

Speaker speaker\_4: I see it right now.

Speaker speaker\_0: ... receiving two emails, um, one being the benefit guide, I wrote down the plan that you're enrolled into, and then the second email being your actual card.

Speaker speaker\_4: Yeah, I'm reading the one right now, the PDF one, I think. Sorry, all the benefits.

Speaker speaker\_0: Yeah, it's fine.

Speaker speaker\_4: I'm looking at the card now. Oops.

Speaker speaker\_0: Did you have any questions?

Speaker speaker\_4: Nope, that was it.

Speaker speaker\_0: No? And then I was gonna tell you that the only thing that we're missing from you is a beneficiary when it comes to your TERMA life. Um, did- did you have somebody in mind that you wanted to put down? Just in case something, um, say, what's to happen to you, who'd you wanna leave that to?

Speaker speaker\_4: Um, I'm sorry.

Speaker speaker\_0: No, you're fine.

Speaker speaker\_4: Um.

Speaker speaker\_0: If you don't have somebody in mind right now, that's okay. We can leave that how it is for now. Um, just whenever you have somebody-

Speaker speaker\_4: I do, but she's underage.

Speaker speaker\_0: Uh, that one's not mine.

Speaker speaker\_4: Okay. Can I have-

Speaker speaker\_0: Yeah. You can put anybody down as a beneficiary. The only ones that really matter are the dependents when it comes to the age, but not beneficiaries.

Speaker speaker\_4: Okay. Yeah. Can I do a Anastasia?

Speaker speaker\_0: Mm-hmm. Sniff, sniff. You said- you said Anastasia, right?

Speaker speaker\_4: Yeah. Spelled exactly like the princess.

Speaker speaker\_0: Okay. And then what's the last name?

Speaker speaker\_4: P-E-U-G-E-O-T.

Speaker speaker\_0: Did you say P-E-U-G-E-O-T?

Speaker speaker\_4: Yes.

Speaker speaker\_0: Okay. And then the relationship?

Speaker speaker\_4: My little sister.

Speaker speaker\_0: Okay. All right. I put her down. All right, and then just keep in mind, if you wanna make changes to your enrollment, they give you 30 days from the time that you receive your first shot to be eligible to make these changes. After those 30 days are up, you would have to wait for the next company Open Enrollment to open to do those changes, um, which I can check to see what month that falls into for the staffing agents. So it's done between March up until April, so you would have to wait for next year to come around. Um, at any time you can cancel these, but to add anything new, you would have to be within company Open Enrollment, okay?

Speaker speaker\_4: Okay.

Speaker speaker\_0: All right. I hope you have a great day. Thank you for your time.

Speaker speaker\_4: Of course. Thank you.