

## **Transcript: Estefania**

**Acevedo-6691526016811008-4706586077216768**

### **Full Transcript**

Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Hey, Stephanie. Um, my name's Justin. I just joined with you guys, like, two weeks ago, two or three weeks ago. Um, they haven't done the first deduction yet, but I do have an appointment with... for my son that's coming up on Thursday. Uh, do we have any information I'd be able to give to the doctors? So, you... that visit won't be covered until you become active, unfortunately. So state would have to- Okay. Even though I filled everything out and did everything- Right. ... like two, three weeks ago? Mm-hmm. Yup, because you don't become active until your staffing agency does a very first deduction from your paycheck. Once they do the first one, the following Monday, your plan become active. So, any visit that you have before you even become active, it won't be covered. You do have to be active. Okay. All righty. Um, do you have any idea of when active is... ac- I should check activation? So, it typically takes one or two weeks for staffing agencies, but I have noticed that some agencies do take longer than others. Um, since we don't have access to payroll or anything, we wouldn't be able to actually let you know when they would do the first deduction. So, we wouldn't... I would actually ask your staffing agency, um- Okay. ... 'cause they're the ones that they do it, and once we receive it, you... the following Monday, you become active. But they do have to do that first deduction first. So, it really just depends on your staffing agency when they do the- When they decide to actually do it. Correct. Mm-hmm. Yes, sir. Okay. Well, let me give them a call then and see what's going on. All right. Well, I hope you have a great day. All right. Thanks. You as well. Bye-bye. Bye.

### **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, Stephanie. Um, my name's Justin. I just joined with you guys, like, two weeks ago, two or three weeks ago. Um, they haven't done the first deduction yet, but I do have an appointment with... for my son that's coming up on Thursday. Uh, do we have any information I'd be able to give to the doctors?

Speaker speaker\_0: So, you... that visit won't be covered until you become active, unfortunately. So state would have to-

Speaker speaker\_1: Okay. Even though I filled everything out and did everything-

Speaker speaker\_0: Right.

Speaker speaker\_1: ... like two, three weeks ago?

Speaker speaker\_0: Mm-hmm. Yup, because you don't become active until your staffing agency does a very first deduction from your paycheck. Once they do the first one, the following Monday, your plan become active. So, any visit that you have before you even become active, it won't be covered. You do have to be active.

Speaker speaker\_1: Okay. All righty. Um, do you have any idea of when active is... ac- I should check activation?

Speaker speaker\_0: So, it typically takes one or two weeks for staffing agencies, but I have noticed that some agencies do take longer than others. Um, since we don't have access to payroll or anything, we wouldn't be able to actually let you know when they would do the first deduction. So, we wouldn't... I would actually ask your staffing agency, um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... 'cause they're the ones that they do it, and once we receive it, you... the following Monday, you become active. But they do have to do that first deduction first. So, it really just depends on your staffing agency when they do the-

Speaker speaker\_1: When they decide to actually do it.

Speaker speaker\_0: Correct. Mm-hmm. Yes, sir.

Speaker speaker\_1: Okay. Well, let me give them a call then and see what's going on.

Speaker speaker\_0: All right. Well, I hope you have a great day.

Speaker speaker\_1: All right. Thanks. You as well. Bye-bye.

Speaker speaker\_0: Bye.