

## 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? Hello. My name is, uh, Ronnie Smith Junior, and I'm through, uh, Serve Staffing, and I was just trying to see if I can apply for the insurance. Okay. Yeah. Um, what are the last four of your Social? 8359. For security purposes, could you please verify your address as well as your date of birth, please? Okay. 3404 East Memorial Drive, Apartment 301. And my date of birth, 6/13/2003. Okay. Is your phone number still the 313-787-0165? 165... 65, yes. And then I have smithjuniorronnie7@gmail.com. Is that up to date? Yes, that's me. That's my Gmail. Okay. Um, so I'm actually looking right now, and it looks like you already have coverage. Oh, so I already have coverage? You have, um... So you were auto-enrolled into their preventative plan, but that plan is only for preventative services, meaning it's only gonna cover, like, one physical visit a year, some vaccinations, some STD and cancer screenings, and even some counseling. But the plan that you have is only for preventative services, so anything before a problem actually occurs. So, if you were to get sick and go to the doctor or hospital- Mm-hmm. ... because you're injured, urgent care, emergency room, or surgeries, those areas are not covered, because those aren't preventative. Um, so you only have the preventative plan. Okay, so how can I change my plan to the full coverage? So, you're... Uh, so in the last 30 days, have you, like, lost benefits, gotten married, divorced, had a baby, or adopted? No, I had a baby. In the last 30 days? Yes. Okay, so I would have to send you, um, a document. You would have to send, like, in other words, like, evidence of that. Yes. Okay. And you would be notified if you're eligible to add any plans. Okay. So you basically saying the cover that I do have, it'd really have to be urgent? Like, I can't just walk in the hospital, get a checkup, or go to, go to the dentist and get my, uh, teeth checked out? Correct, because it's only a preventative plan, so that plan won't cover anything- So it had to really, it had to, it had to really be a emergency? So, to... For you to enroll- Okay. ... into, like, any benefits, you- Yeah. The only times you're really eligible are within your personal open enrollment period, meaning the first 30 days that you receive your very first check. That's your personal. And then annually, the companies do o- um, open enrollment, which for Serve Staff- Staffing, I believe it's in the month of August. So those would be the- Okay. I'm gonna have to wait. Those are the two m- two periods that you're eligible to enroll. Oh, okay, so I'm gonna have to wait till next year then, huh? Um, but let me verify. Is... Like, if you said that you had a baby within the last 30 days- Yes. ... that would be considered a quality life event, but it would have to be within the past 30 days. Like- Yeah, my son- ... literally- My son was born on Oca- October the 19th. October the 19th? Yep. I just had it soon. Okay. Let me see. Give me one second. Let me just verify. So, that's past the 30 days. Oh, that's past the 30 days? Okay. Mm-hmm. Your, um, the last day would have been November 18. November 18th? Mm-hmm. All right. So

you're gonna have to wait, um, for company open enrollment, which is in the month of August. But like I said, you do have one plan, um, and it looks like they're doing deductions on your paycheck for \$15.16. But it, it is only for your preventatives, meaning, like, one physical visit a year, some vaccinations, some STD and cancer screenings, and, um, even some counseling. And with your MEC tele-RS, you are required to stay within the network to be covered. Okay. Okay. D- did you ever get your card by any chance? Did you ever get any- No, I, no. I didn't e- I didn't even get my health, health card. That's why I'm calling you. That's why I even was getting in contact with y'all. Mm. Okay. Mm-hmm. And then you did say it was 3404 E Memorial Drive, Apartment 301? Yep. Apartment 301. Yep. Okay. Um, so if you want, I can go ahead and send you your card, uh, via email. Is that a good email to send it to? Yes. Okay. Um, can I put you in a brief hold while I send that over? Okay. Okay. Thank you. You're almost done. You're almost... Now, let me get my physical check number here. Hold on. They're gonna call you soon, bud. Oops, let me just send him this con- Hello? This form. Yes, sir. Um, I'm about to send it right now. Okay. Let me... Sorry, my computer's being slow. And then, I don't know if you want me to provide, um, the month. Well, uh, it's gonna be in the month of August, but usually it's not usually the exact date. It may be a day or two before the- Okay. ... previous date. But you're always welcome to, um, call in and enroll whenever there are in-company open enrollment. Okay, thank you. Um, you're welcome. And then I'm sending that. Oh my God, I'm sorry. It's taking forever. Okay. All right. I went ahead and sent that to you. Um, do you mind verifying if you received it? I'm gonna check right now. And it should come from an email that says info@benefitsinocard.com. Yep, I got it. All right. So, that's your, um, card. If you do have a preventative visit, that would be the card that you show. And it looks like last year it was August 8th, day 12 up until August 26th. It may be a day or two before that, okay? Or a day or two after. Okay. Will, will I, will I get one in the physical form too? Um, so I could request one. Um, I know our website has been down, but I can put in a request for you- Yeah. I'd like to have a physical one too. ... and we can go ahead and... Okay. If you could, I appreciate it. Okay. Yeah. I'll put that email for them to request one. All right. Did you have any more questions? That's all. Thank you. You're welcome. Have a nice day. You too.

## 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: Hello. My name is, uh, Ronnie Smith Junior, and I'm through, uh, Serve Staffing, and I was just trying to see if I can apply for the insurance.

Speaker speaker\_0: Okay. Yeah. Um, what are the last four of your Social?

Speaker speaker\_1: 8359.

Speaker speaker\_0: For security purposes, could you please verify your address as well as your date of birth, please?

Speaker speaker\_1: Okay. 3404 East Memorial Drive, Apartment 301. And my date of birth, 6/13/2003.

Speaker speaker\_0: Okay. Is your phone number still the 313-787-0165?

Speaker speaker\_1: 165... 65, yes.

Speaker speaker\_0: And then I have smithjuniorronnie7@gmail.com. Is that up to date?

Speaker speaker\_1: Yes, that's me. That's my Gmail.

Speaker speaker\_0: Okay. Um, so I'm actually looking right now, and it looks like you already have coverage.

Speaker speaker\_1: Oh, so I already have coverage?

Speaker speaker\_0: You have, um... So you were auto-enrolled into their preventative plan, but that plan is only for preventative services, meaning it's only gonna cover, like, one physical visit a year, some vaccinations, some STD and cancer screenings, and even some counseling. But the plan that you have is only for preventative services, so anything before a problem actually occurs. So, if you were to get sick and go to the doctor or hospital-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... because you're injured, urgent care, emergency room, or surgeries, those areas are not covered, because those aren't preventative. Um, so you only have the preventative plan.

Speaker speaker\_1: Okay, so how can I change my plan to the full coverage?

Speaker speaker\_0: So, you're... Uh, so in the last 30 days, have you, like, lost benefits, gotten married, divorced, had a baby, or adopted?

Speaker speaker\_1: No, I had a baby.

Speaker speaker\_0: In the last 30 days?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so I would have to send you, um, a document. You would have to send, like, in other words, like, evidence of that.

Speaker speaker\_1: Yes. Okay.

Speaker speaker\_0: And you would be notified if you're eligible to add any plans.

Speaker speaker\_1: Okay. So you basically saying the cover that I do have, it'd really have to be urgent? Like, I can't just walk in the hospital, get a checkup, or go to, go to the dentist and get my, uh, teeth checked out?

Speaker speaker\_0: Correct, because it's only a preventative plan, so that plan won't cover anything-

Speaker speaker\_1: So it had to really, it had to, it had to really be a emergency?

Speaker speaker\_0: So, to... For you to enroll-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... into, like, any benefits, you-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: The only times you're really eligible are within your personal open enrollment period, meaning the first 30 days that you receive your very first check. That's your personal. And then annually, the companies do o- um, open enrollment, which for Serve Staff-Staffing, I believe it's in the month of August. So those would be the-

Speaker speaker\_1: Okay. I'm gonna have to wait.

Speaker speaker\_0: Those are the two m- two periods that you're eligible to enroll.

Speaker speaker\_1: Oh, okay, so I'm gonna have to wait till next year then, huh?

Speaker speaker\_0: Um, but let me verify. Is... Like, if you said that you had a baby within the last 30 days-

Speaker speaker\_1: Yes.

Speaker speaker\_0: ... that would be considered a quality life event, but it would have to be within the past 30 days. Like-

Speaker speaker\_1: Yeah, my son-

Speaker speaker\_0: ... literally-

Speaker speaker\_1: My son was born on Oca- October the 19th.

Speaker speaker\_0: October the 19th?

Speaker speaker\_1: Yep. I just had it soon.

Speaker speaker\_0: Okay. Let me see. Give me one second. Let me just verify. So, that's past the 30 days.

Speaker speaker\_1: Oh, that's past the 30 days? Okay.

Speaker speaker\_0: Mm-hmm. Your, um, the last day would have been November 18.

Speaker speaker\_1: November 18th?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: All right.

Speaker speaker\_0: So you're gonna have to wait, um, for company open enrollment, which is in the month of August. But like I said, you do have one plan, um, and it looks like they're doing deductions on your paycheck for \$15.16. But it, it is only for your preventatives, meaning, like, one physical visit a year, some vaccinations, some STD and cancer

screenings, and, um, even some counseling. And with your MEC tele-RS, you are required to stay within the network to be covered.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_0: D- did you ever get your card by any chance? Did you ever get any-

Speaker speaker\_1: No, I, no. I didn't e- I didn't even get my health, health card. That's why I'm calling you. That's why I even was getting in contact with y'all.

Speaker speaker\_0: Mm. Okay.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And then you did say it was 3404 E Memorial Drive, Apartment 301?

Speaker speaker\_1: Yep. Apartment 301. Yep.

Speaker speaker\_0: Okay. Um, so if you want, I can go ahead and send you your card, uh, via email. Is that a good email to send it to?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, can I put you in a brief hold while I send that over?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Thank you.

Speaker speaker\_1: You're almost done. You're almost... Now, let me get my physical check number here. Hold on. They're gonna call you soon, bud.

Speaker speaker\_0: Oops, let me just send him this con-

Speaker speaker\_2: Hello?

Speaker speaker\_0: This form. Yes, sir. Um, I'm about to send it right now.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Let me... Sorry, my computer's being slow. And then, I don't know if you want me to provide, um, the month. Well, uh, it's gonna be in the month of August, but usually it's not usually the exact date. It may be a day or two before the-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... previous date. But you're always welcome to, um, call in and enroll whenever there are in-company open enrollment.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_0: Um, you're welcome. And then I'm sending that. Oh my God, I'm sorry. It's taking forever. Okay. All right. I went ahead and sent that to you. Um, do you mind verifying if you received it?

Speaker speaker\_2: I'm gonna check right now.

Speaker speaker\_0: And it should come from an email that says info@benefitsinocard.com.

Speaker speaker\_2: Yep, I got it.

Speaker speaker\_0: All right. So, that's your, um, card. If you do have a preventative visit, that would be the card that you show. And it looks like last year it was August 8th, day 12 up until August 26th. It may be a day or two before that, okay? Or a day or two after.

Speaker speaker\_2: Okay. Will, will I, will I get one in the physical form too?

Speaker speaker\_0: Um, so I could request one. Um, I know our website has been down, but I can put in a request for you-

Speaker speaker\_2: Yeah. I'd like to have a physical one too.

Speaker speaker\_0: ... and we can go ahead and... Okay.

Speaker speaker\_2: If you could, I appreciate it.

Speaker speaker\_0: Okay. Yeah. I'll put that email for them to request one. All right. Did you have any more questions?

Speaker speaker\_2: That's all. Thank you.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_2: You too.