

Transcript: Francesca

Baez-4715722092756992-6569709905559552

Full Transcript

Thank you for calling Benefit. My name is Francesca. How can I assist you today? Yes, um, I got a message and I'm not quite sure what that's about. Is this to my job? Could you- Right. To HSS? Could, could you please read the message for me? Uh, it says... Hold on. Give me a second, please. Uh... My phone's slow. Oh, where it gone? "Welcome to HSS. You have 30 days before your first check date to enroll in benefits. Call..." Let me see. "Call Benefits in a Card at the 800 number or visit mybioc.com." And I know I'm, I'm working through HSS at a hotel at the time. I received my first check, which was just a day, and that was on my card, so I'm not quite sure what this is about. So that text message is just informing you that you are eligible to enroll into the health insurance they offer their employees. Benefits In a Card is the company that you called us, that's the name of our company. Okay. We're the administrators, so it has our information since we will be the ones that you will call to enroll. And that's for benefits? Yes, for the health insurance that HSS offer their employees. Okay. Yes, 'cause those, do it interfere with my Medicaid? You'll have to call that office to see if it would. 'Cause it's to the fact that we administer the insurance for all of those offices of HSS country-wise, so depending on your count- on your state, sorry, laws, certain states don't require you to only have Medicaid to still be able to have that benefit, while some other states, the minute that you get another insurance, they start the process of taking off your Medicaid. So I recommend speaking with that office to see whether or not it will cause a conflict if you were to enroll into these benefits. Correct. Okay. Well, thank you, ma'am. I appreciate it. Thank you- Of course. ... so much. You have a good one. Thank you. You too have a good one. Okay. Bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, um, I got a message and I'm not quite sure what that's about. Is this to my job?

Speaker speaker_0: Could you-

Speaker speaker_1: Right. To HSS?

Speaker speaker_0: Could, could you please read the message for me?

Speaker speaker_1: Uh, it says... Hold on. Give me a second, please. Uh... My phone's slow. Oh, where it gone? "Welcome to HSS. You have 30 days before your first check date to enroll

in benefits. Call..." Let me see. "Call Benefits in a Card at the 800 number or visit mybioc.com." And I know I'm, I'm working through HSS at a hotel at the time. I received my first check, which was just a day, and that was on my card, so I'm not quite sure what this is about.

Speaker speaker_0: So that text message is just informing you that you are eligible to enroll into the health insurance they offer their employees. Benefits In a Card is the company that you called us, that's the name of our company.

Speaker speaker_1: Okay.

Speaker speaker_0: We're the administrators, so it has our information since we will be the ones that you will call to enroll.

Speaker speaker_1: And that's for benefits?

Speaker speaker_0: Yes, for the health insurance that HSS offer their employees.

Speaker speaker_1: Okay. Yes, 'cause those, do it interfere with my Medicaid?

Speaker speaker_0: You'll have to call that office to see if it would. 'Cause it's to the fact that we administer the insurance for all of those offices of HSS country-wise, so depending on your count- on your state, sorry, laws, certain states don't require you to only have Medicaid to still be able to have that benefit, while some other states, the minute that you get another insurance, they start the process of taking off your Medicaid. So I recommend speaking with that office to see whether or not it will cause a conflict if you were to enroll into these benefits.

Speaker speaker_1: Correct. Okay. Well, thank you, ma'am. I appreciate it. Thank you-

Speaker speaker_0: Of course.

Speaker speaker_1: ... so much. You have a good one.

Speaker speaker_0: Thank you. You too have a good one.

Speaker speaker_1: Okay. Bye.

Speaker speaker_0: Bye.