

## **Transcript: Francesca**

**Baez-4971540065599488-6533618396086272**

### **Full Transcript**

Thank you for calling London ... My name is Francesca. How can I help you today? Hello. Um, I received a text message saying that I need to enroll in the health benefits. Um, I thought that I had already done that when I went to, uh, the ADAP, uh, HR, and I signed all the paperwork. So I'm unclear on what next steps I need to take. I'm going to have to take a look into your account. The system is the one that sends those text messages and it doesn't have a way to filter out the active or has already applied. What are the last four of your social and the last name? It's 6510 and then my last name's Talier. Please verify your mailing address and your date of birth. 912002, 32 Miles Park Road. We had it down as a drive. Is that incorrect? Yeah. No, it's drive. Okay. And we have the button number to reach you down as 909-52-... I mean, 255-2762? Yes, ma'am. And the email, we have it at your first name, 090102@gmail.com? Yes, ma'am. So yes, ma'am, the form filled out on January 10th has already been processed. It has also been sent to your staffing company. So as of right now, the next step will be waiting for that deduction to be made. Once it's made following Monday is going to be when your coverage becomes effective. And then in that week of activation, Friday is when the carrier send out the benefit cards. For both of your plans, you're going to have the same carrier, American Public Life, but for their vision plans they only do a digital copy, which they'll send to your email. If you wanted a hard benefit card, give us a call once you become active so that we can put in an email request for one. Okay. Yes, ma'am. Thank you. Of course. Was there anything else I can assist you with today? Um, do you guys also handle Paylocity, like getting on to Paylocity? No, we only handle the health insurance for them. Outside from that everything- Okay. ... else you have to speak with them directly. All righty. Thank you so much. That's all. Of course. Hope you have a wonderful rest of your day and thank you for your time. You as well. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling London ... My name is Francesca. How can I help you today?

Speaker speaker\_1: Hello. Um, I received a text message saying that I need to enroll in the health benefits. Um, I thought that I had already done that when I went to, uh, the ADAP, uh, HR, and I signed all the paperwork. So I'm unclear on what next steps I need to take.

Speaker speaker\_0: I'm going to have to take a look into your account. The system is the one that sends those text messages and it doesn't have a way to filter out the active or has already applied. What are the last four of your social and the last name?

Speaker speaker\_1: It's 6510 and then my last name's Talier.

Speaker speaker\_0: Please verify your mailing address and your date of birth.

Speaker speaker\_1: 912002, 32 Miles Park Road.

Speaker speaker\_0: We had it down as a drive. Is that incorrect?

Speaker speaker\_1: Yeah. No, it's drive.

Speaker speaker\_0: Okay. And we have the button number to reach you down as 909-52-... I mean, 255-2762?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And the email, we have it at your first name, 090102@gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: So yes, ma'am, the form filled out on January 10th has already been processed. It has also been sent to your staffing company. So as of right now, the next step will be waiting for that deduction to be made. Once it's made following Monday is going to be when your coverage becomes effective. And then in that week of activation, Friday is when the carrier send out the benefit cards. For both of your plans, you're going to have the same carrier, American Public Life, but for their vision plans they only do a digital copy, which they'll send to your email. If you wanted a hard benefit card, give us a call once you become active so that we can put in an email request for one.

Speaker speaker\_1: Okay. Yes, ma'am. Thank you.

Speaker speaker\_0: Of course. Was there anything else I can assist you with today?

Speaker speaker\_1: Um, do you guys also handle Paylocity, like getting on to Paylocity?

Speaker speaker\_0: No, we only handle the health insurance for them. Outside from that everything-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... else you have to speak with them directly.

Speaker speaker\_1: All righty. Thank you so much. That's all.

Speaker speaker\_0: Of course. Hope you have a wonderful rest of your day and thank you for your time.

Speaker speaker\_1: You as well. Thank you.