

## Transcript: Francesca

**Baez-5336736201883648-4939144133525504**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hello. My name is Ulay Matu. I work for ATC. They sent me a text message. I have to call this number for my benefits. Okay. And how can we help you? Okay. Uh, in the text message, they say me, um... Let me see. For my benefits card, I have to call this number. No, ma'am. You call Benefits in a Card. The name, the, the, the words Benefits in a Card is the company that you call. Okay. Here I say, uh, first text call Benefit in a Card at this number to error before your window close. So are you calling to enroll then, ma'am? You say? Yes, ma'am. I'm asking if you were calling to enroll. Yeah. What are the last four of the Social? I don't hear you. You say? What are the last four digits of the Social Security number? Okay, ma... My last four number is 7606. And for security purposes, can you verify your mailing address for me and your date of birth? My email address, B-I, ugh, B-E-A-Y-E-O-U-L-E-Y-M- Excuse me, ma'am. Hello? I'm so sorry. Yes. I'm sorry to interrupt. I asked for your mailing address, not your email address, ma'am. My mailing address? Mm-hmm. Like your home address where you get your mail delivered to. Oh. 220 Eric Road, Richmond, Virginia 23225. This okay? And what is the date of birth, ma'am? Uh, November 7, 1989. I have the best number to reach you down as 510-461-4078. Eh, yeah. And from the looks of it, we have the email that you were trying to verify which is your last name, your first name, number five at gmail.com? Yeah. And are you with Kale Builders ATC or you're just with the ATC Healthcare Services? Uh, AT, ATC Health Se- uh, Healthcare Services. Understood. And do you know which plans you wanted to be enrolled into or which plans are being offered? Oh, I don't know. They send me health insurance and dental insurance too. Okay. I don't know. I don't know exactly. Okay. That's okay. So currently they're offering medical plans, dental, short-term disability, life insurance, which is called term life, vision, group accident, behavioral health which is basically virtual therapy, ID Expert which is an identity theft protection for your personal information such as your Social Security number, first and last name, and such. Mm-hmm. And lastly will be the FreeRx membership which is a membership that gives you access to roughly 90% of the generic drugs prescribed in the US for free of charge. Okay. The way that the enrollment works is you will select which plans you want to be enrolled into. If you need more information as to what that plan will provide you coverage of, I can go over it with you on the phone and we can process an enrollment. In the event that you- Um... What you say? Sorry. No, I apologize. Um, I was just gonna say in the event that you need time to think about it, you have all the way till April 20th. So even if we go over the plans together today and you still don't want to enroll and want to think about it, that's completely fine because you still have one, two, roughly two more weeks to enroll into benefits. Okay. I can do it. The, what is the medical plan? So for medical, they offer a total of four medical plans. They have them in two categories. There is preventative. Mm-hmm. Preventative services are everything that you get

done to make sure you're up to health, like your physical, your screenings for blood pressure or iron deficiency, the counseling of a healthy diet or avoiding UV exposures from the sun, those immunizations that we usually get done, the vaccines for the influenza, varicella, or tetanus, along with your preventive generic prescriptions. The other category is hospital- Which is basically your hospital services such as your doctor's visits, emergency room, urgent care, or surgeries. Okay. So they have one preventative only plan which is called Stay Healthy MEC TeleRx. It is \$16.05 per paycheck. And it does come with that FreeRx membership as well as a virtual urgent care package. It does have a network requirement as well. Then they have two hospital indemnity services. They're the VIP plans. There's the lowest tier which is VIP Plus, which is \$31.71 per paycheck. And then VIP Prime, which is \$43.41 per paycheck. Both of those do not need- Uh. Yes? I want the plan you say me six something for paycheck, every paycheck, you say? Yes, ma'am. The insurance will be deducted out of your paycheck before you get your paycheck. Yes, it's okay. I'm sorry? It's okay. I, I hear about one plan you explain me is \$6 something for every paycheck. No, ma'am. Unfortunately, none of the medical plans are \$6. The preventative is \$16.05. The VIP+ is \$31.71 and the Prime is \$43.41. Those are so far- Okay. Can- ... the medical plans we went over. Okay. Can you send me a, um, uh, an, an expl... Can you send me an email? I have to read it and I will call you again. Okay. I can s- I can send you a copy- But could you send me- ... of the benefit guide? Okay, please. All right. And then in that email where I'm sending you that benefit guide is also going to be our hours of operation so that once you're ready, you're able to give us a call back to process your enrollment. Okay. No problem. All right. Bear with me one moment so that I can make sure it has left our inbox. All right. So it should be on your way. It's going to be [info@benefitsinacard.com](mailto:info@benefitsinacard.com) and it should be titled Benefit Guide. If you don't see it right away in the inbox, it might be in the junk or spam mail depending on how you have that email set up. Okay. Let me see. Okay. I see. Okay. I see. Can I call you? I have to call you, uh, before the, the end of the two weeks? Mm-hmm. Yes, ma'am. Before the 18th to be precise 'cause the 19th, 20th, both on Saturday, Sunday, we'll be closed those days. So April 18 will be the last day to give us a call to process your enrollment. Okay. I will call you before. Understood. I hope you have a wonderful rest of your day and thank you for your time today. You, you too. Bye. Bye-bye.

## Conversation Format

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

Speaker speaker\_1: Hello. My name is Ulay Matu. I work for ATC. They sent me a text message. I have to call this number for my benefits.

Speaker speaker\_0: Okay. And how can we help you?

Speaker speaker\_1: Okay. Uh, in the text message, they say me, um... Let me see. For my benefits card, I have to call this number.

Speaker speaker\_0: No, ma'am. You call Benefits in a Card. The name, the, the, the words Benefits in a Card is the company that you call.

Speaker speaker\_1: Okay. Here I say, uh, first text call Benefit in a Card at this number to error before your window close.

Speaker speaker\_0: So are you calling to enroll then, ma'am?

Speaker speaker\_1: You say?

Speaker speaker\_0: Yes, ma'am. I'm asking if you were calling to enroll.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: What are the last four of the Social?

Speaker speaker\_1: I don't hear you. You say?

Speaker speaker\_0: What are the last four digits of the Social Security number?

Speaker speaker\_1: Okay, ma... My last four number is 7606.

Speaker speaker\_0: And for security purposes, can you verify your mailing address for me and your date of birth?

Speaker speaker\_1: My email address, B-I, ugh, B-E-A-Y-E-O-U-L-E-Y-M-

Speaker speaker\_0: Excuse me, ma'am.

Speaker speaker\_1: Hello?

Speaker speaker\_0: I'm so sorry. Yes. I'm sorry to interrupt. I asked for your mailing address, not your email address, ma'am.

Speaker speaker\_1: My mailing address?

Speaker speaker\_0: Mm-hmm. Like your home address where you get your mail delivered to.

Speaker speaker\_1: Oh. 220 Eric Road, Richmond, Virginia 23225. This okay?

Speaker speaker\_0: And what is the date of birth, ma'am?

Speaker speaker\_1: Uh, November 7, 1989.

Speaker speaker\_0: I have the best number to reach you down as 510-461-4078.

Speaker speaker\_1: Eh, yeah.

Speaker speaker\_0: And from the looks of it, we have the email that you were trying to verify which is your last name, your first name, number five at gmail.com?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And are you with Kale Builders ATC or you're just with the ATC Healthcare Services?

Speaker speaker\_1: Uh, AT, ATC Health Se- uh, Healthcare Services.

Speaker speaker\_0: Understood. And do you know which plans you wanted to be enrolled into or which plans are being offered?

Speaker speaker\_1: Oh, I don't know. They send me health insurance and dental insurance too.

Speaker speaker\_0: Okay.

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

Speaker speaker\_0: Okay. That's okay. So currently they're offering medical plans, dental, short-term disability, life insurance, which is called term life, vision, group accident, behavioral health which is basically virtual therapy, ID Expert which is an identity theft protection for your personal information such as your Social Security number, first and last name, and such.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And lastly will be the FreeRx membership which is a membership that gives you access to roughly 90% of the generic drugs prescribed in the US for free of charge.

Speaker speaker\_1: Okay.

Speaker speaker\_0: The way that the enrollment works is you will select which plans you want to be enrolled into. If you need more information as to what that plan will provide you coverage of, I can go over it with you on the phone and we can process an enrollment. In the event that you-

Speaker speaker\_1: Um... What you say? Sorry.

Speaker speaker\_0: No, I apologize. Um, I was just gonna say in the event that you need time to think about it, you have all the way till April 20th. So even if we go over the plans together today and you still don't want to enroll and want to think about it, that's completely fine because you still have one, two, roughly two more weeks to enroll into benefits.

Speaker speaker\_1: Okay. I can do it. The, what is the medical plan?

Speaker speaker\_0: So for medical, they offer a total of four medical plans. They have them in two categories. There is preventative.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Preventative services are everything that you get done to make sure you're up to health, like your physical, your screenings for blood pressure or iron deficiency, the counseling of a healthy diet or avoiding UV exposures from the sun, those immunizations that we usually get done, the vaccines for the influenza, varicella, or tetanus, along with your preventive generic prescriptions. The other category is hospital- Which is basically your hospital services such as your doctor's visits, emergency room, urgent care, or surgeries.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So they have one preventative only plan which is called Stay Healthy MEC TeleRx. It is \$16.05 per paycheck. And it does come with that FreeRx membership as well as a virtual urgent care package. It does have a network requirement as well. Then they have two hospital indemnity services. They're the VIP plans. There's the lowest tier which is VIP Plus, which is \$31.71 per paycheck. And then VIP Prime, which is \$43.41 per paycheck. Both of those do not need-

Speaker speaker\_1: Uh.

Speaker speaker\_0: Yes?

Speaker speaker\_1: I want the plan you say me six something for paycheck, every paycheck, you say?

Speaker speaker\_0: Yes, ma'am. The insurance will be deducted out of your paycheck before you get your paycheck.

Speaker speaker\_1: Yes, it's okay.

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: It's okay. I, I hear about one plan you explain me is \$6 something for every paycheck.

Speaker speaker\_0: No, ma'am. Unfortunately, none of the medical plans are \$6. The preventative is \$16.05. The VIP+ is \$31.71 and the Prime is \$43.41. Those are so far-

Speaker speaker\_1: Okay. Can-

Speaker speaker\_0: ... the medical plans we went over.

Speaker speaker\_1: Okay. Can you send me a, um, uh, an, an expl... Can you send me an email? I have to read it and I will call you again.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I can s-

Speaker speaker\_0: I can send you a copy-

Speaker speaker\_1: But could you send me-

Speaker speaker\_0: ... of the benefit guide?

Speaker speaker\_1: Okay, please.

Speaker speaker\_0: All right. And then in that email where I'm sending you that benefit guide is also going to be our hours of operation so that once you're ready, you're able to give us a call back to process your enrollment.

Speaker speaker\_1: Okay. No problem.

Speaker speaker\_0: All right. Bear with me one moment so that I can make sure it has left our inbox. All right. So it should be on your way. It's going to be [info@benefitsinacard.com](mailto:info@benefitsinacard.com) and it

should be titled Benefit Guide. If you don't see it right away in the inbox, it might be in the junk or spam mail depending on how you have that email set up.

Speaker speaker\_1: Okay. Let me see. Okay. I see. Okay. I see. Can I call you? I have to call you, uh, before the, the end of the two weeks?

Speaker speaker\_0: Mm-hmm. Yes, ma'am. Before the 18th to be precise 'cause the 19th, 20th, both on Saturday, Sunday, we'll be closed those days. So April 18 will be the last day to give us a call to process your enrollment.

Speaker speaker\_1: Okay. I will call you before.

Speaker speaker\_0: Understood. I hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker\_1: You, you too. Bye.

Speaker speaker\_0: Bye-bye.