

## **Transcript: Francesca**

**Baez-5730001922473984-6254199057072128**

### **Full Transcript**

Thank you for calling Benefit to Know Card. My name is Francesca. How can I assist you today? Hello. Hello, Francesca. My name is Tanisha. Um, I was calling because I had benefits with you all and I, my agency said they cut it off due to non-use. I want to know what I have to do to get it turned back on. Are you still working with that staffing company? Yes, I am. Okay. Let's take a look and see. Which staffing company do you work with? Third Staffing. And what are the last four of the social? 6628. Please verify your mailing address and date of birth. 127 Noble Creek Road, Woodridge, South Carolina, um, 72781 is my date of birth. Do you have a best contact phone number, 470-571-7760? Yes. And we have your email down as first and last name 39 gmail.com? Yes. Bear with me one moment. It was a 17... So you are able to reinstate it. Um, you're still within that time period where you can reinstate it since you didn't cancel them yourself. However, keep in mind what you were enrolled into was the plan that members get enrolled into for your staffing company for auto enrollment. So that's a medical preventative plan. That's not going to cover your doctor visits, emergency room or surgeries. Oh. It's only going to cover your preventative services. Oh, okay. Okay. So, all right. So that ain't gonna help me at the doctor? All right. No, the only thing that it will be covering as far as when you go to a doctor visit is in the event that they do any of those preventative screenings, like when they make sure that your iron deficiency levels are at a good place, when they take your blood pressure along with- Okay. Okay, so it is because I went to the doctor and I had, I have pneumonia. So they, um, I was going to do my follow-up Tuesday. So that won't cover that? No, ma'am. So the best way that I tell the members to view preventative services is the following. Preventative services is everything that you do to make sure you're up to health, but it won't treat any sickness. Any treatment for a sickness is considered hospital indemnity. All right. Can I sign up for that today? You'll have to wait till a couple of months in August. In order to do new enrollments, you need an open enrollment period or a qualified life event. All right. At the moment, it does not seem like you have either. Did you recently change any assignments with them? No. Okay. If you want me to, I can request one, but I believe your enrollment... Oh, I think you might actually have it, 'cause now that I remember, it was end of last year when the policy ended. I can send out to see if you are eligible at this moment for enrollment. In the event that you're not, it would just be what I had advised you initially. Mm-hmm. We'll just have to wait till your company has that open enrollment period in August. All right. All right. So I'm going to send out for that request of that eligibility. Those usually take seven to ten business days to process. Mm-hmm. And as soon as I have an answer from them, I'll give you a call back. All right. Thank you. Of course.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefit to Know Card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hello. Hello, Francesca. My name is Tanisha. Um, I was calling because I had benefits with you all and I, my agency said they cut it off due to non-use. I want to know what I have to do to get it turned back on.

Speaker speaker\_0: Are you still working with that staffing company?

Speaker speaker\_1: Yes, I am.

Speaker speaker\_0: Okay. Let's take a look and see. Which staffing company do you work with?

Speaker speaker\_1: Third Staffing.

Speaker speaker\_0: And what are the last four of the social?

Speaker speaker\_1: 6628.

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

Speaker speaker\_1: 127 Noble Creek Road, Woodridge, South Carolina, um, 72781 is my date of birth.

Speaker speaker\_0: Do you have a best contact phone number, 470-571-7760?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And we have your email down as first and last name 39 gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Bear with me one moment. It was a 17... So you are able to reinstate it. Um, you're still within that time period where you can reinstate it since you didn't cancel them yourself. However, keep in mind what you were enrolled into was the plan that members get enrolled into for your staffing company for auto enrollment. So that's a medical preventative plan. That's not going to cover your doctor visits, emergency room or surgeries.

Speaker speaker\_1: Oh.

Speaker speaker\_0: It's only going to cover your preventative services.

Speaker speaker\_1: Oh, okay. Okay. So, all right. So that ain't gonna help me at the doctor? All right.

Speaker speaker\_0: No, the only thing that it will be covering as far as when you go to a doctor visit is in the event that they do any of those preventative screenings, like when they make sure that your iron deficiency levels are at a good place, when they take your blood pressure along with-

Speaker speaker\_1: Okay. Okay, so it is

Speaker speaker\_2: because I went to the doctor and I had, I have pneumonia. So they, um, I was going to do my follow-up Tuesday. So that won't cover that?

Speaker speaker\_0: No, ma'am. So the best way that I tell the members to view preventative services is the following. Preventative services is everything that you do to make sure you're up to health, but it won't treat any sickness. Any treatment for a sickness is considered hospital indemnity.

Speaker speaker\_1: All right. Can I sign up for that today?

Speaker speaker\_0: You'll have to wait till a couple of months in August. In order to do new enrollments, you need an open enrollment period or a qualified life event.

Speaker speaker\_1: All right.

Speaker speaker\_0: At the moment, it does not seem like you have either. Did you recently change any assignments with them?

Speaker speaker\_1: No.

Speaker speaker\_0: Okay. If you want me to, I can request one, but I believe your enrollment... Oh, I think you might actually have it, 'cause now that I remember, it was end of last year when the policy ended. I can send out to see if you are eligible at this moment for enrollment. In the event that you're not, it would just be what I had advised you initially.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: We'll just have to wait till your company has that open enrollment period in August.

Speaker speaker\_1: All right.

Speaker speaker\_0: All right. So I'm going to send out for that request of that eligibility. Those usually take seven to ten business days to process.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And as soon as I have an answer from them, I'll give you a call back.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: Of course.