

## **Transcript: Francesca**

**Baez-6723871457329152-5776523877072896**

### **Full Transcript**

Thank you for calling Benefits and Records. My name is Francesca. How can I help you? Hey, this is Francesca. I had a missed call from you guys. And I'm guessing this is because I added some additional coverage? I just wanted to call you back and, uh, resolve the issue, I guess. I will have to open the account with the member's code, and we do not see anything in the account or in front of us. Which staffing company do you work with? Um, Temp Staff. What are the last four of the Social and the last name? Um, you said the last four of the Social? Yes, ma'am. 2213, and my last name is Miller. Please verify your mailing address and date of birth. 15249 Highway 440, Kentwood, Louisiana, 70444. And what was the other thing you needed? Your date of birth. Date of birth, February 11th, February 11th, 1992. We have best contact 985-514-9454. Yes, I know. And we have your email down as stephanie.travis.miller at gmail.com. That's correct. Yes, ma'am. They were giving you a call because you processed an enrollment for dependents without the dependent's information. The system is not gonna let that process, so they have to switch it back to employee only. Your spouse and child's information was not provided for the selection of employee plus family. Uh, well, it says family. I don't have a child, but I do have a spouse. But these benefits should be up in there already. Let me place you in a quick hold. I'll be right back. All right. Thank you for holding, ma'am. No problem. Um, so yes, they were calling about the changes that you made to the previous policy that was processed on April 24th. You have life insurance for yourself and spouse insurance in this ability. But then the system flagged enrollment that you processed at 11:00 AM this morning for your- Yes, ma'am. ... family. I wanted- Go ahead. I wanted to add the mental health benefits before the 30th cut off. So that's why it was like that. So you were trying to add the behavior health additional to that shortened disability and life insurance? Yes, ma'am. And were you trying to put your spouse on that behavior health as well? Yes, ma'am. I'll process that change and it will be \$6.63 per paycheck. Do you authorize 10 staffing to make those deductions for you? Yes, ma'am. All right. So due to the fact that the policy that does not have the behavior health has already been processed, you're more than likely going to see one to two deductions of the five and 10 cents, and then it's going to be switched over to the \$6.63 with the behavior health enhanced. Perfect. Sounds great. Great. So you're all set. Once you see that first deduction, following Monday will be when that policy becomes effective. That same week of activation, by Friday, you should be receiving an activation email for the virtual behavior health. All right. Thank you so much. You're welcome. Thank you for giving Lente a call back. Have a great day. You too. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Records. My name is Francesca. How can I help you?

Speaker speaker\_1: Hey, this is Francesca. I had a missed call from you guys. And I'm guessing this is because I added some additional coverage? I just wanted to call you back and, uh, resolve the issue, I guess.

Speaker speaker\_0: I will have to open the account with the member's code, and we do not see anything in the account or in front of us. Which staffing company do you work with?

Speaker speaker\_1: Um, Temp Staff.

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

Speaker speaker\_1: Um, you said the last four of the Social?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: 2213, and my last name is Miller.

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

Speaker speaker\_1: 15249 Highway 440, Kentwood, Louisiana, 70444. And what was the other thing you needed?

Speaker speaker\_0: Your date of birth.

Speaker speaker\_1: Date of birth, February 11th, February 11th, 1992.

Speaker speaker\_0: We have best contact 985-514-9454.

Speaker speaker\_1: Yes, I know.

Speaker speaker\_0: And we have your email down as stephanie.travis.miller at gmail.com.

Speaker speaker\_1: That's correct.

Speaker speaker\_0: Yes, ma'am. They were giving you a call because you processed an enrollment for dependents without the dependent's information. The system is not gonna let that process, so they have to switch it back to employee only. Your spouse and child's information was not provided for the selection of employee plus family.

Speaker speaker\_1: Uh, well, it says family. I don't have a child, but I do have a spouse. But these benefits should be up in there already.

Speaker speaker\_0: Let me place you in a quick hold. I'll be right back.

Speaker speaker\_1: All right.

Speaker speaker\_0: Thank you for holding, ma'am.

Speaker speaker\_2: No problem.

Speaker speaker\_0: Um, so yes, they were calling about the changes that you made to the previous policy that was processed on April 24th. You have life insurance for yourself and spouse insurance in this ability. But then the system flagged enrollment that you processed at 11:00 AM this morning for your-

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_0: ... family.

Speaker speaker\_2: I wanted-

Speaker speaker\_0: Go ahead.

Speaker speaker\_2: I wanted to add the mental health benefits before the 30th cut off.

Speaker speaker\_0: So that's why it was like that. So you were trying to add the behavior health additional to that shortened disability and life insurance?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_0: And were you trying to put your spouse on that behavior health as well?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_0: I'll process that change and it will be \$6.63 per paycheck. Do you authorize 10 staffing to make those deductions for you?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_0: All right. So due to the fact that the policy that does not have the behavior health has already been processed, you're more than likely going to see one to two deductions of the five and 10 cents, and then it's going to be switched over to the \$6.63 with the behavior health enhanced.

Speaker speaker\_2: Perfect. Sounds great.

Speaker speaker\_0: Great. So you're all set. Once you see that first deduction, following Monday will be when that policy becomes effective. That same week of activation, by Friday, you should be receiving an activation email for the virtual behavior health.

Speaker speaker\_2: All right. Thank you so much.

Speaker speaker\_0: You're welcome. Thank you for giving Lente a call back. Have a great day.

Speaker speaker\_2: You too. Bye.