

## **Transcript: Justin**

**Mills-5305713423728640-4625497374244864**

### **Full Transcript**

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Hi, this is Maria Salinas and I just started working with, uh, Doherty. And I signed up for benefits, but I was wondering when, um, are they available for me? Um, yeah, let me check on that for you. Um, so Doherty Staffing, what's the last four of your social? Uh, 0721. And what was your last name, Maria? Salinas. Salinas, okay. And for security purposes, could you verify your home address, including city, state and zip code? Ah, yes. 812 3rd Street Northwest, Waseca, Minnesota, 56093. And confirm your date of birth for me. 02/10/1988. And a good telephone number have is 507-308-8165? Yes. And the email I have is maria.salanas.1988@gmail? Yes. Okay. Um, so looking at the file, looks like we're still waiting on that first payroll deduction to come through from Doherty Staffing. Mm-hmm. So once we receive that deduction, you'll become active and then cards will be issued out from there. However, quick question. Oh, okay. Have you received your first paycheck yet? No, I have not 'cause I just started, uh, on Monday, this Monday. Okay. Okay, so that's probably why you haven't become active just yet, is because we haven't received your first... or you haven't received your first paycheck yet. Um, so I do know- Okay. ... once that first paycheck, um, does happen, once you do receive it, I do know that usually enrollments will happen the following paycheck. Um, so you would have... you probably have deductions come out the following paycheck, if that makes any sense. So not the first check- Okay. ... but the second check. The second one? Okay, so, um, and question. Does that, um, the, the coverage I got, does it cover, um, therapy? Um, yes. If I do, um... So I do, uh, see behavioral health. So you do have, uh, therapy option- Yes. ... on there. Yes. Oh, okay. Sounds good then. I'll just have to reschedule my appointments until I have insurance. Okay. Well, is there anything else I can assist you with today, Maria? Nope, that'll be all. Thank you. I appreciate it. You're welcome. You have a great day, okay? You too. Bye-bye. All right. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Occur. This is Justin. How can I help you today?

Speaker speaker\_1: Hi, this is Maria Salinas and I just started working with, uh, Doherty. And I signed up for benefits, but I was wondering when, um, are they available for me?

Speaker speaker\_0: Um, yeah, let me check on that for you. Um, so Doherty Staffing, what's the last four of your social?

Speaker speaker\_1: Uh, 0721.

Speaker speaker\_0: And what was your last name, Maria?

Speaker speaker\_1: Salinas.

Speaker speaker\_0: Salinas, okay. And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker\_1: Ah, yes. 812 3rd Street Northwest, Waseca, Minnesota, 56093.

Speaker speaker\_0: And confirm your date of birth for me.

Speaker speaker\_1: 02/10/1988.

Speaker speaker\_0: And a good telephone number have is 507-308-8165?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have is maria.salanas.1988@gmail?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, so looking at the file, looks like we're still waiting on that first payroll deduction to come through from Doherty Staffing.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So once we receive that deduction, you'll become active and then cards will be issued out from there. However, quick question.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: Have you received your first paycheck yet?

Speaker speaker\_1: No, I have not 'cause I just started, uh, on Monday, this Monday.

Speaker speaker\_0: Okay. Okay, so that's probably why you haven't become active just yet, is because we haven't received your first... or you haven't received your first paycheck yet. Um, so I do know-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... once that first paycheck, um, does happen, once you do receive it, I do know that usually enrollments will happen the following paycheck. Um, so you would have... you probably have deductions come out the following paycheck, if that makes any sense. So not the first check-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... but the second check.

Speaker speaker\_1: The second one? Okay, so, um, and question. Does that, um, the, the coverage I got, does it cover, um, therapy?

Speaker speaker\_0: Um, yes.

Speaker speaker\_1: If I do, um...

Speaker speaker\_0: So I do, uh, see behavioral health. So you do have, uh, therapy option-

Speaker speaker\_1: Yes.

Speaker speaker\_0: ... on there. Yes.

Speaker speaker\_1: Oh, okay. Sounds good then. I'll just have to reschedule my appointments until I have insurance.

Speaker speaker\_0: Okay. Well, is there anything else I can assist you with today, Maria?

Speaker speaker\_1: Nope, that'll be all. Thank you. I appreciate it.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: All right. Bye-bye.