

## **Transcript: Pamela**

**Blanc-5761584033349632-6402907409137664**

### **Full Transcript**

Thank you for calling Benefits ... Card. This is Pamela speaking. How may I help you? Yes, good morning. I was calling to do an enrollment. Who do you work for? Uh, Care Builder. Okay. May I have the last six digits of the Social? The last digit? Last digit. Uh, yes. 2854. 2854. First and last name? Gladys Reyes. One second. Reyes, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? 3536 Avenue L, Fort Worth, Texas 76105. And 4/12/90. All right. We have a phone number on file, 817-696-1792. And your email is your first name, last name for@Gmail.com. Correct. Do you know what plan would you like to enroll? Yes, um, the Stay Healthy, the employee and children. All right. That will be the only plan? No, and the dental also, uh, employee and children. We have the Stay Healthy and dental? Yes. So the benefits will start the following Monday after we receive the first premium from your employer. Then your ID card will be authorized to generate in the system and will be mailed out to you within seven to 10 business days. Now with the MEC plan, a specific, specifically that plan, it's under Section 128- 125, which mean it's an IRS regulation. Um, if you would like to cancel the benefits, you will have to wait within the next 30 days, can't see exactly when, and so when you have, um... You have until the 2nd of June to make changes or cancel. Then, um- Mm-hmm. ... if you don't choose to do anything before that day, you have to wait for company open enrollment or a qualified life event. Okay. The group, um, the regulation is because your premium will be taken before that. Um, and if for the dental, you could cancel at any time. Okay. Now I'm gonna need child's information. May I have the first of her first name? Javier. J-A-V-I-E-R. And last name? Moncada. M-O-N-C-A-D-A. By any chance you got his Social? Yes. Um, he's also, he also has a J-R as Junior. Okay. How about your ... noise Okay. Um, 644- Hang on a second. Let me put the children here on this. Okay. Okay. 6- 44- Mm-hmm. 023448. All right, child. And date of birth? 04/18/06. Right. Any other child? No, just, um, him. Him. Okay. So, um, do you have any- anything else I could do for you? No, that should be it. All right. So as soon as you see the deduction on your payroll, the following Monday, your benefits should be active. Okay. Okay? So if in case, um, so would they send me like a, like the letter or- or the card or how does it work? So the card will, um, arrive within seven to 10 days after the benefits are active. Okay. But if you need to use the benefits before they arrive, you could give us a call. If ID cards are generated in our system, we could go ahead and send you temporary ones until you receive the physical one to your email. Okay. All right. Anything else, ma'am? No, that should be all. All right. Thank you for giving us a call today. Have a great rest of the day. You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits ... Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Yes, good morning. I was calling to do an enrollment.

Speaker speaker\_0: Who do you work for?

Speaker speaker\_1: Uh, Care Builder.

Speaker speaker\_0: Okay. May I have the last six digits of the Social?

Speaker speaker\_1: The last digit?

Speaker speaker\_0: Last digit.

Speaker speaker\_1: Uh, yes. 2854.

Speaker speaker\_0: 2854. First and last name?

Speaker speaker\_1: Gladys Reyes.

Speaker speaker\_0: One second. Reyes, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: 3536 Avenue L, Fort Worth, Texas 76105. And 4/12/90.

Speaker speaker\_0: All right. We have a phone number on file, 817-696-1792. And your email is your first name, last name for@Gmail.com.

Speaker speaker\_1: Correct.

Speaker speaker\_0: Do you know what plan would you like to enroll?

Speaker speaker\_1: Yes, um, the Stay Healthy, the employee and children.

Speaker speaker\_0: All right. That will be the only plan?

Speaker speaker\_1: No, and the dental also, uh, employee and children.

Speaker speaker\_0: We have the Stay Healthy and dental?

Speaker speaker\_1: Yes.

Speaker speaker\_0: So the benefits will start the following Monday after we receive the first premium from your employer. Then your ID card will be authorized to generate in the system and will be mailed out to you within seven to 10 business days. Now with the MEC plan, a specific, specifically that plan, it's under Section 128- 125, which mean it's an IRS regulation. Um, if you would like to cancel the benefits, you will have to wait within the next 30 days, can't see exactly when, and so when you have, um... You have until the 2nd of June to make changes or cancel. Then, um-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... if you don't choose to do anything before that day, you have to wait for company open enrollment or a qualified life event.

Speaker speaker\_1: Okay.

Speaker speaker\_0: The group, um, the regulation is because your premium will be taken before that. Um, and if for the dental, you could cancel at any time.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Now I'm gonna need child's information. May I have the first of her first name?

Speaker speaker\_1: Javier. J-A-V-I-E-R.

Speaker speaker\_0: And last name?

Speaker speaker\_1: Moncada. M-O-N-C-A-D-A.

Speaker speaker\_0: By any chance you got his Social?

Speaker speaker\_1: Yes. Um, he's also, he also has a J-R as Junior.

Speaker speaker\_0: Okay. How about your

Speaker speaker\_2: ... noise

Speaker speaker\_1: Okay. Um, 644-

Speaker speaker\_0: Hang on a second. Let me put the children here on this.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. 6-

Speaker speaker\_1: 44-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: 023448.

Speaker speaker\_0: All right, child. And date of birth?

Speaker speaker\_1: 04/18/06.

Speaker speaker\_0: Right. Any other child?

Speaker speaker\_1: No, just, um, him.

Speaker speaker\_0: Him. Okay. So, um, do you have any- anything else I could do for you?

Speaker speaker\_1: No, that should be it.

Speaker speaker\_0: All right. So as soon as you see the deduction on your payroll, the following Monday, your benefits should be active.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay?

Speaker speaker\_1: So if in case, um, so would they send me like a, like the letter or- or the card or how does it work?

Speaker speaker\_0: So the card will, um, arrive within seven to 10 days after the benefits are active.

Speaker speaker\_1: Okay.

Speaker speaker\_0: But if you need to use the benefits before they arrive, you could give us a call. If ID cards are generated in our system, we could go ahead and send you temporary ones until you receive the physical one to your email.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Anything else, ma'am?

Speaker speaker\_1: No, that should be all.

Speaker speaker\_0: All right. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker\_1: You too. Thank you.