

## Transcript: Pearl

**Rojas-4667127633068032-6444841004220416**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a- Hello? Hi. Hello. Hi, um- How can I assist you? Yeah, my name is Ed Feliciano and I want to activate my health insurance card. Okay. What's the name of the staff agency you work for? Uh, Surge, uh, Staff Agency, Staffing Agency. Okay, and the last four digits of your social? 5693. 5693? Yeah. Mm-hmm. Can you repeat your name for me? Ed Feliciano. Okay, I don't have a name... an account with that name. You said the last four- What's that? ... of your social are 5693? Oh, oh. 4693, I'm sorry. 4693. Okay, no worries. Let's... Feliciano, okay. And what is your address and date of birth? Uh, 11/11/1965. And my address is, um, hold on, 9625 S 244 Place, Kent, Washington, 98030. All righty. And I have your phone number as 253-733-6000. Yes. Okay. And I have your, uh, email address as edfeliciano11@yahoo.com? Yahoo.com, yeah. I'm sorry, yahoo.com. Yes. Um, okay, so how long have you been working for Surge Staffing? Huh? Say- say again? Oh, how long have you been working for Surge? More than a year. Okay. So there's only two times when you can enroll in coverage. Mm-hmm. The first time is within 30 days of receiving your first paycheck. And then the second time of the year where you can enroll in coverage is during open enrollment, which for Surge was in August. Yeah, but when I asked them if I need to enroll again, they said that you don't need to enroll anymore, because, uh, you're already in. You're... I already have my- I can- ... my insurance. I- I can reinstate the plan that you have, had before. Mm-hmm. Yeah. Um, but that plan is only preventative health. Oh, okay. It just covers like your annual physicals, some STD screenings, some cancer screenings, um, blood pressure- Mm-hmm. ... diabetes. It doesn't cover going to the doctor or ER. Oh, so, uh, so do I need to enroll again? You would need to enroll, but right now you can't. It's not the time. You would have to wait until August of next year... uh, of this year, August. Uh-huh. Um, unless you lost your coverage involuntarily somewhere else, um, you would have to wait until open enrollment- So- ... which is in August. What, uh, um, what time I can do right now? We can only re- Because I need, need medication. Mm-hmm. I can only reinstate that previous plan you had. That plan comes with- Mm-hmm. ... FreeRx, which is prescription coverage. Um, but it wouldn't cover going- Mm-hmm. ... to the doctor. I can do my, uh, my, uh, checkup? Your annual physical only. Yeah. Okay. Do you want to- Do you want to, um, reinstate this plan? Yeah. I can reinstate it right now. Yes. Give me one moment. Okay. Okay. So every week your deduction is going to be of \$15.16. It does- Mm-hmm. It's the same thing, right? Yes. Mm-hmm. It does take, um, one to two weeks for the staff at the agency to start making the deductions. Once they do, the following Monday you become active and then later that week you receive, um, your card in the mail. So right now I cannot use it, right? Correct, you cannot. You have to wait for that first deduction and then the week after you become active. Okay. Oh, that's a bummer. All right. Do you have any questions? Okay, thank you. No problem. Thank

you so much for calling. You have a great day. But, yeah, of course I, I need my medication. Um, how- how can I do it? You'll have to wait for the plan to become active. Oh. There's nothing you can do to assist him now. There, there's nothing I can do? No, sir. All right. All right, thank you. No problem. Thank you so much for calling. You have a great day. Thank you. What- what's your name? Pearl. All right, thank you. Mm-hmm. That's all. Bye. One day

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good afternoon. Thank you for calling Benefits in a-

Speaker speaker\_2: Hello?

Speaker speaker\_1: Hi.

Speaker speaker\_2: Hello. Hi, um-

Speaker speaker\_1: How can I assist you?

Speaker speaker\_2: Yeah, my name is Ed Feliciano and I want to activate my health insurance card.

Speaker speaker\_1: Okay. What's the name of the staff agency you work for?

Speaker speaker\_2: Uh, Surge, uh, Staff Agency, Staffing Agency.

Speaker speaker\_1: Okay, and the last four digits of your social?

Speaker speaker\_2: 5693.

Speaker speaker\_1: 5693?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Mm-hmm. Can you repeat your name for me?

Speaker speaker\_2: Ed Feliciano.

Speaker speaker\_1: Okay, I don't have a name... an account with that name. You said the last four-

Speaker speaker\_2: What's that?

Speaker speaker\_1: ... of your social are 5693?

Speaker speaker\_2: Oh, oh. 4693, I'm sorry.

Speaker speaker\_1: 4693. Okay, no worries. Let's... Feliciano, okay. And what is your address and date of birth?

Speaker speaker\_2: Uh, 11/11/1965. And my address is, um, hold on, 9625 S 244 Place, Kent, Washington, 98030.

Speaker speaker\_1: All righty. And I have your phone number as 253-733-6000.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And I have your, uh, email address as edfeliciano11@yahoo.com?

Speaker speaker\_2: Yahoo.com, yeah.

Speaker speaker\_1: I'm sorry, yahoo.com. Yes. Um, okay, so how long have you been working for Surge Staffing?

Speaker speaker\_2: Huh? Say- say again?

Speaker speaker\_1: Oh, how long have you been working for Surge?

Speaker speaker\_2: More than a year.

Speaker speaker\_1: Okay. So there's only two times when you can enroll in coverage.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: The first time is within 30 days of receiving your first paycheck. And then the second time of the year where you can enroll in coverage is during open enrollment, which for Surge was in August.

Speaker speaker\_2: Yeah, but when I asked them if I need to enroll again, they said that you don't need to enroll anymore, because, uh, you're already in. You're... I already have my-

Speaker speaker\_1: I can-

Speaker speaker\_2: ... my insurance.

Speaker speaker\_1: I- I can reinstate the plan that you have, had before.

Speaker speaker\_2: Mm-hmm. Yeah.

Speaker speaker\_1: Um, but that plan is only preventative health.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: It just covers like your annual physicals, some STD screenings, some cancer screenings, um, blood pressure-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... diabetes. It doesn't cover going to the doctor or ER.

Speaker speaker\_2: Oh, so, uh, so do I need to enroll again?

Speaker speaker\_1: You would need to enroll, but right now you can't. It's not the time. You would have to wait until August of next year... uh, of this year, August.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Um, unless you lost your coverage involuntarily somewhere else, um, you would have to wait until open enrollment-

Speaker speaker\_2: So-

Speaker speaker\_1: ... which is in August.

Speaker speaker\_2: What, uh, um, what time I can do right now?

Speaker speaker\_1: We can only re-

Speaker speaker\_2: Because I need, need medication.

Speaker speaker\_1: Mm-hmm. I can only reinstate that previous plan you had. That plan comes with-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... FreeRx, which is prescription coverage. Um, but it wouldn't cover going-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... to the doctor.

Speaker speaker\_2: I can do my, uh, my, uh, checkup?

Speaker speaker\_1: Your annual physical only.

Speaker speaker\_2: Yeah. Okay.

Speaker speaker\_1: Do you want to- Do you want to, um, reinstate this plan?

Speaker speaker\_2: Yeah. I can reinstate it right now.

Speaker speaker\_1: Yes. Give me one moment.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. So every week your deduction is going to be of \$15.16. It does-

Speaker speaker\_2: Mm-hmm. It's the same thing, right?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: It does take, um, one to two weeks for the staff at the agency to start making the deductions. Once they do, the following Monday you become active and then later that week you receive, um, your card in the mail.

Speaker speaker\_2: So right now I cannot use it, right?

Speaker speaker\_1: Correct, you cannot. You have to wait for that first deduction and then the week after you become active.

Speaker speaker\_2: Okay. Oh, that's a bummer. All right.

Speaker speaker\_1: Do you have any questions?

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_2: But, yeah, of course I, I need my medication. Um, how- how can I do it?

Speaker speaker\_1: You'll have to wait for the plan to become active.

Speaker speaker\_2: Oh.

Speaker speaker\_3: There's nothing you can do to assist him now.

Speaker speaker\_2: There, there's nothing I can do?

Speaker speaker\_1: No, sir.

Speaker speaker\_2: All right. All right, thank you.

Speaker speaker\_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_2: Thank you. What- what's your name?

Speaker speaker\_1: Pearl.

Speaker speaker\_2: All right, thank you.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: That's all.

Speaker speaker\_1: Bye.

Speaker speaker\_3: One day