

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Tina Shenold. And how can I assist you? I am ready to do my open enrollment. Okay. And what's the name of the staff agency you work for? Um, it's Verstellla. Okay. And the last four digits of your social? 9553. Okay. And if you can confirm your address and date of birth for me. 830 Cloudy Wind Drive, Apartment 400, Indianapolis, Indiana 46227. And my birthday is 11-5-62. Okay. Can I have your phone number as 317-797-9587? Yes. Can I have your email address as your first name, your last name1@hotmail.com? Yes. All righty. Perfect. Okay. And do you know what you're wanting to enroll in today? Yes. It's the minimum value plan. Okay. Um, bear with me one moment. I'm going to play sh- a brief ad. Okay. All right. Thank you so much for holding. And is this coverage just going to be for yourself? Yes. Okay. So for just yourself, the monthly premium for that MVP plan is \$164.28. For that plan, we do have to perform what's called an eligibility review. And what this is, is just c- our main office confirming with your staff agency that you're eligible to enroll in that plan. Okay. This process usually takes about 24 to 48 hours. Um, but as soon as they let me know whether you're eligible or not, I'll reach out to you and give you further details. All right. Do you have any questions? This won't keep me from... Yeah. This won't keep me from being able to enroll though, right? Correct. You still have until the 30... Well, you have 30 days from today to enroll- Okay. ... because, um, that, today's the date of your first paycheck. Okay. So you have 30 days from today to enroll. All right. Thank you. No problem. Thank you so much for calling. Have a great day. Thank- thank you. You, too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Tina Shenold.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: I am ready to do my open enrollment.

Speaker speaker_1: Okay. And what's the name of the staff agency you work for?

Speaker speaker_2: Um, it's Verstella.

Speaker speaker_1: Okay. And the last four digits of your social?

Speaker speaker_2: 9553.

Speaker speaker_1: Okay. And if you can confirm your address and date of birth for me.

Speaker speaker_2: 830 Cloudy Wind Drive, Apartment 400, Indianapolis, Indiana 46227. And my birthday is 11-5-62.

Speaker speaker_1: Okay. Can I have your phone number as 317-797-9587?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I have your email address as your first name, your last name1@hotmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. Perfect. Okay. And do you know what you're wanting to enroll in today?

Speaker speaker_2: Yes. It's the minimum value plan.

Speaker speaker_1: Okay. Um, bear with me one moment. I'm going to play sh- a brief ad.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: Thank you so much for holding. And is this coverage just going to be for yourself?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So for just yourself, the monthly premium for that MVP plan is \$164.28. For that plan, we do have to perform what's called an eligibility review. And what this is, is just c- our main office confirming with your staff agency that you're eligible to enroll in that plan.

Speaker speaker_2: Okay.

Speaker speaker_1: This process usually takes about 24 to 48 hours. Um, but as soon as they let me know whether you're eligible or not, I'll reach out to you and give you further details.

Speaker speaker_2: All right.

Speaker speaker_1: Do you have any questions?

Speaker speaker_2: This won't keep me from... Yeah. This won't keep me from being able to enroll though, right?

Speaker speaker_1: Correct. You still have until the 30... Well, you have 30 days from today to enroll-

Speaker speaker_2: Okay.

Speaker speaker_1: ... because, um, that, today's the date of your first paycheck.

Speaker speaker_2: Okay.

Speaker speaker_1: So you have 30 days from today to enroll.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: No problem. Thank you so much for calling. Have a great day.

Speaker speaker_2: Thank- thank you. You, too.