

## **Transcript: Pearl**

**Rojas-6041740941901824-5837959994195968**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance services. Hello? Hi, is this ... can I help you? Ms. Lewis, please? Yes. Hi, my name is Pearl. I'm calling for ... on behalf of your staffing ... as the DRC staffing. Yes. Um, we received a voice note on Friday the 18th in regard to the voicemail you received for your enrollment plan. Yeah. Yes. I just want to fix that. Okay. So the issue was that you chose a medical plan, um, that is just medical. It's \$66.60 a week for you and your spouse and then you also chose a plan that has medical and preventative health in one. Um, that is \$66.54 for both of you a week. Okay. Can I do the medical and the preventative? Okay. So medical with preventative health. Um, let me just ... okay. You did provide confirmation. Let me make that change. Give me one moment. Okay. Okay. So I'm showing that you chose also behavioral health, so, uh, give me one moment. That's cool. But you can take the behavioral health off. But you don't like behavioral health? Yeah. Yeah. Okay. All right. So, uh, okay. So the plan for you and your spouse for preventative health, number one, is actually \$74.09. Okay. That's fine. Okay. So, that will be your weekly deductions. It's gonna take one to two weeks for the staffing agency to start those deductions. Once they do, the following Monday you become active and then later that week you'll receive your medical card to your email and your preventive health card will go to your residence and it will be one card for both. It will say employee plus spouse on it. Okay. Awesome. All righty. Thank you so much for attending my call. You have a great day. You too. Bye. Thank you.

### **Conversation Format**

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

Speaker speaker\_1: Hello?

Speaker speaker\_2: Hi, is this ... can I help you? Ms. Lewis, please?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Hi, my name is Pearl. I'm calling for ... on behalf of your staffing ... as the DRC staffing.

Speaker speaker\_1: Yes.

Speaker speaker\_2: Um, we received a voice note on Friday the 18th in regard to the voicemail you received for your enrollment plan.

Speaker speaker\_1: Yeah. Yes. I just want to fix that.

Speaker speaker\_2: Okay. So the issue was that you chose a medical plan, um, that is just medical. It's \$66.60 a week for you and your spouse and then you also chose a plan that has medical and preventative health in one. Um, that is \$66.54 for both of you a week.

Speaker speaker\_1: Okay. Can I do the medical and the preventative?

Speaker speaker\_2: Okay. So medical with preventative health. Um, let me just ... okay. You did provide confirmation. Let me make that change. Give me one moment.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Okay. So I'm showing that you chose also behavioral health, so, uh, give me one moment.

Speaker speaker\_3: That's cool.

Speaker speaker\_1: But you can take the behavioral health off.

Speaker speaker\_2: But you don't like behavioral health?

Speaker speaker\_1: Yeah. Yeah.

Speaker speaker\_2: Okay. All right. So, uh, okay. So the plan for you and your spouse for preventative health, number one, is actually \$74.09.

Speaker speaker\_1: Okay. That's fine.

Speaker speaker\_2: Okay. So, that will be your weekly deductions. It's gonna take one to two weeks for the staffing agency to start those deductions. Once they do, the following Monday you become active and then later that week you'll receive your medical card to your email and your preventive health card will go to your residence and it will be one card for both. It will say employee plus spouse on it.

Speaker speaker\_1: Okay. Awesome.

Speaker speaker\_2: All righty. Thank you so much for attending my call. You have a great day.

Speaker speaker\_1: You too. Bye. Thank you.