

Transcript: Sara

Marulanda-5067609630261248-4658919607582720

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Esperanza Maldonado. Hello, Ms. Maldonado. How may I help? Hi. Um, I was sent a text message from the agency that I'm currently with to call this number to enroll. Okay. Let me check that. Uh, but ... What temporary agency are you working with? Personnel. Partners Personnel? Yes. And may I have the last four of your Social to locate you on the system, please? 9876. Ms. Maldonado, uh, just for security purposes, can you please verify your address and date of birth? 1101 Farmington Drive. Um, you said address and date of birth? Yes, ma'am. Okay. Um, and so 1101 Farmington Drive in Vacaville, California 95687. Date of birth is 11-15-94. Emaldonado9488@gmail.com is your email address? Yes. And is your phone number 707-903-8097? Yes. Thank you very much, ma'am. Okay. Okay, they sent you that message because you are under your Personal Open Enrollment Period. What that means is that, uh, since... Once you receive your first paycheck, you have 30 days from that date to enroll on healthcare benefits, eh, through Partners Personal. After 30 days, you're not eligible. Each plan has a different price. Eh, the payments are weekly. Eh, the level, like if it's for employee, employee plus a spouse, or employee plus children, they change the price as well. Um, okay. Let me give you information about the prices. Okay, like, eh, they're offering one preventive care plan, three medicals or hospital indemnity, one preventive and medical at the same time. Additional benefit options like short-term disability, critical illness, vision, dental, term life, and AD&D; 24-hour group accident, um, prescription coverage through FreeRx. What is... And then me- one major medical plan, which is the Minimum Budget Plan. That one will cost you \$500.02 and seven- no. \$502.71 per month. This one is the only major medical plan. It will cover all the benefits they're offering, 100%- I'm just... Yeah. I just... I'm looking for basic, basic. I just want, I need basic dental and, and health. That's it. Okay.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Esperanza Maldonado. Hello, Ms. Maldonado. How may I help? Hi. Um, I was sent a text message from the agency that I'm currently with to call this number to enroll. Okay. Let me check that. Uh, but ... What temporary agency are you working with? Personnel. Partners Personnel? Yes. And may I have the last four of your Social to locate you on the system, please? 9876. Ms. Maldonado, uh, just for security purposes, can you please verify your address and date of birth? 1101 Farmington Drive. Um, you said address and date of birth?

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