

## Transcript: Sara

**Marulanda-5100377457344512-4839548522643456**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Connect Card. My name is Sarah. May I have your name, please? Yes, Mohammed, M-O-H-A-M-M-E-D, Khan, K-H-A-N. Hello, sir, how may I help you? Yes, I was wondering if these benefits, uh, I applied through Full Focus Workforce Management for my job. I'm sorry, sir, it's kind of breaking up. Can you repeat that for me? Yes. I, I, uh, applied for these benefits through Focus Workforce Management through my job. Okay. And, uh, I was wondering, I was wondering, um, now is this only video and, uh, phone benefits, or is it, uh, like you get a card you can go to see actual, um, doctor? Let me check your account, uh, just to provide you with that information. May I have the last four digits of your Social Security number? 5115. Okay, Mr. Khan, and just for security purposes, can you please verify your address and date of birth? Yes. 939 Botch chunk Road, Palmerton, PA 18071. And my birthday, you said? Yes, sir. 12/27/69. And is your email eddieromero76@gmail.com? Yes, it is. And is your phone number 484-6272-4822? Yes. Okay, give me just one minute while I check your a- your account. Okay, right now you are enrolled on a VIP Classic, which is just medical. Um, the other plan... Okay, hold on. I'm waiting for the system to download. Hold on, please. Okay. Yes, the BPC, that one is not active yet. We're still waiting for the company to start making those new deductions. What is that? What is that one? Okay. The, the only deductions we have had is for the previous, uh, coverage. That was, um, \$19.63. For the new plan, which is \$33.54, we have not received that, um, that deduction yet. Uh, m- it might be late because of the, um, holidays, but it's- Right. ... not reflecting on the system. Yeah. Uh, did you see a deduction from your last paycheck on the, the last Friday or Thursday? No, I didn't check. Okay. Yeah, at this moment, I cannot tell you, um, I mean, we have not received that payment yet. But as I say, that doesn't mean then there was no deduction. It's just that it's not reflecting on our, in our system, and- Right. ... most of them settle late because of the holidays. So- So I'll get a card, I'll get a card in the mail, right? Yes, you will. A medical card? Yes, you will receive a card in the mail. Yes, sir. Okay. That's all I wanted to know, 'cause I thought it was only phone and video conference. Okay. The, the plan that you are enrolled right now, give me a minute, uh... Okay. The VPC, the, the virtual primary care, that is- Yes, I'm en- ... virtual. The email. Um, yes, that's virtual, but you are enrolled on the, um, the VIP Plus as well. Okay. So how much i- So you have the... You have both choices. Okay. So, um, so how much is the total per week or, uh, check? The total will be \$33.54. Okay. All right. You have- How much is- We just need to wait until we receive the deductions. Once we receive it, the following Monday, that's when the coverage become active. And you're gonna receive your ID card by the end of that same week at your mailing address. Okay. That's all I wanted to know. Okay, sir. Um, other than that, is there anything else that I can help you with? Uh, no, I'm good. All righty, sir. So, thank you for calling Benefits Connect. I wish you to have a wonderful day.

Thank you. You're more than welcome. Bye-bye. Bye.

## Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Connect Card. My name is Sarah. May I have your name, please? Yes, Mohammed, M-O-H-A-M-M-E-D, Khan, K-H-A-N. Hello, sir, how may I help you? Yes, I was wondering if these benefits, uh, I applied through Full Focus Workforce Management for my job. I'm sorry, sir, it's kind of breaking up. Can you repeat that for me? Yes. I, I, uh, applied for these benefits through Focus Workforce Management through my job. Okay. And, uh, I was wondering, I was wondering, um, now is this only video and, uh, phone benefits, or is it, uh, like you get a card you can go to see actual, um, doctor? Let me check your account, uh, just to provide you with that information. May I have the last four digits of your Social Security number? 5115. Okay, Mr. Khan, and just for security purposes, can you please verify your address and date of birth? Yes. 939 Botch chunk Road, Palmerton, PA 18071. And my birthday, you said? Yes, sir. 12/27/'69. And is your email eddieromero76@gmail.com? Yes, it is. And is your phone number 484-6272-4822? Yes. Okay, give me just one minute while I check your a- your account. Okay, right now you are enrolled on a VIP Classic, which is just medical. Um, the other plan... Okay, hold on. I'm waiting for the system to download. Hold on, please. Okay. Yes, the BPC, that one is not active yet. We're still waiting for the company to start making those new deductions. What is that? What is that one? Okay. The, the only deductions we have had is for the previous, uh, coverage. That was, um, \$19.63. For the new plan, which is \$33.54, we have not received that, um, that deduction yet. Uh, m- it might be late because of the, um, holidays, but it's- Right. ... not reflecting on the system. Yeah. Uh, did you see a deduction from your last paycheck on the, the last Friday or Thursday? No, I didn't check. Okay. Yeah, at this moment, I cannot tell you, um, I mean, we have not received that payment yet. But as I say, that doesn't mean then there was no deduction. It's just that it's not reflecting on our, in our system, and- Right. ... most of them settle late because of the holidays. So- So I'll get a card, I'll get a card in the mail, right? Yes, you will. A medical card? Yes, you will receive a card in the mail. Yes, sir. Okay. That's all I wanted to know, 'cause I thought it was only phone and video conference. Okay. The, the plan that you are enrolled right now, give me a minute, uh... Okay. The VPC, the, the virtual primary care, that is- Yes, I'm en- ... virtual. The email. Um, yes, that's virtual, but you are enrolled on the, um, the VIP Plus as well. Okay. So how much i- So you have the... You have both choices. Okay. So, um, so how much is the total per week or, uh, check? The total will be \$33.54. Okay. All right. You have- How much is- We just need to wait until we receive the deductions. Once we receive it, the following Monday, that's when the coverage become active. And you're gonna receive your ID card by the end of that same week at your mailing address. Okay. That's all I wanted to know. Okay, sir. Um, other than that, is there anything else that I can help you with? Uh, no, I'm good. All righty, sir. So, thank you for calling Benefits Connect. I wish you to have a wonderful day. Thank you. You're more than welcome. Bye-bye. Bye.