

## Transcript: Sara

**Marulanda-6005289004777472-5950018781921280**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name please? Leonard Baylor. Hello, Mr. Bailey. How may I help you? I was calling because I keep getting this text about enrolling in benefits. Okay. What agency are you working with? Personnel, uh... Hold on. Let me see. Uh, Partners Personnel. Okay. Partners- And may I... Personnel. Partners Personnel. And may I have, please, the last four digits of your Social Security number? 3427. Thank you very much. Mr. Leonard Baylor, and just for security purposes, can you please verify your address and date of birth? Uh, um, my date of birth is 01/05/85. Damn, I just, I really just moved in here. I can't remember the address, but it's in, uh, One Lake, One Lake Drive in Fairfield, California. Or the previous address? Uh, 1740 Gateway Drive, Vallejo. No, not either one. Okay. Can you verify your complete Social Security number for me? 556-85-3427. Thank you, sir. Would you like to update the address? What we have here is 2400 Village Square Boulevard, Apartment 3, in Fairfield, California. Oh. No, yeah, that's where I stay at now. I just couldn't remember the address. Oh, okay. Perfect. Yeah. Okay. And is your email LDMBaylor@gmail.com? Yes. Phone number 209-241-4840? Yes. Thank you, sir. Okay, you are under your personal open enrollment period. You are allowed to enroll on a healthcare plan that you would like to. Um, have you get any information about the plans that Partners Personnel is offering? No. Okay, give me a minute please. They're offering one preventative care plan which, uh, will not cover any doctor or hospital visitations, but it will cover one physical examination, blood pressure screenings, colonoscopy, um, it will cover vaccinations, and a lot of preventative tests like HBA, um, hepatitis, et cetera. That plan will include 300 for prescription coverage and virtual care, in case you have an emergency and you need to see a doctor. The phone... Well, this plan will cost you \$16.80 per week. The next three plans are- What's the- Sir? I was going to ask you, what other plans do they have? Okay. The next three plans are medical. They don't include any preventative, just medicals. Uh, they are VIP Standard, VIP Plus and VIP Prime. I'm sorry, I'm providing you with the prices for yourself only. Would you like the coverage for yourself only or somebody else at the family? Uh, just for myself right now. Okay. Just, in that case, uh, let me give you the prices. VIP Standard, which is the one that less covers, will cost you \$17.66. Then as you, we have VIP Plus at \$31.61, and VIP Prime, \$43.28. And there is one more plan that is preventative c- I mean, preventative and medical all together. This plan works with a copay and this one will cost you \$43.76. Uh, would you like me to explain you that plan, sir? No. Um, how many more days do I got to, uh, enroll in it? Okay, let me give you the exact date. Hold on please. Okay. You have until November the 19th. Okay. Uh, let me talk to my wife and see what she want, what she, how we should do it, because I'm not sure- Would you like- ... VIP. Yeah. I got you. Huh? I understand you. No, I was really, uh, to ask you, would you like me to send you the benefit

guide for you to review it? Yeah. My, uh, my email? Yes, to your email. Yeah. Yes, please. Uh, just a minute. I'm working on it right now. And then I'll talk to my wife about it tonight, and then I'll call back tomorrow with my, uh, what we came up with. Sure, sir. There is no problem. Um, you just, uh, give us a call, uh, whenever you see it's easier for you as long as it is, uh, before the deadline for your personal open enrollment. I just sent it to your email. Can you check your email just to verify that you have received it? Uh, yes. Okay. Yeah. Yes. All righty, sir. Just, um, give us a call back. Uh, we're going to be here Monday through Friday, 8:00 AM until 8:00 PM. Okay. All righty, sir. Other than that- That's it. ... is there anything else that I can help you with? That is all. Okay, sir. Yeah. So have a wonderful night, and thank you for calling Benefits in a Card. Yes, you have a good one. I'm... Okay, sir. Thank you very much. Mm-hmm. Bye-bye. Okay.

## Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name please? Leonard Baylor. Hello, Mr. Bailey. How may I help you? I was calling because I keep getting this text about enrolling in benefits. Okay. What agency are you working with? Personnel, uh... Hold on. Let me see. Uh, Partners Personnel. Okay. Partners- And may I... Personnel. Partners Personnel. And may I have, please, the last four digits of your Social Security number? 3427. Thank you very much. Mr. Leonard Baylor, and just for security purposes, can you please verify your address and date of birth? Uh, um, my date of birth is 01/05/85. Damn, I just, I really just moved in here. I can't remember the address, but it's in, uh, One Lake, One Lake Drive in Fairfield, California. Or the previous address? Uh, 1740 Gateway Drive, Vallejo. No, not either one. Okay. Can you verify your complete Social Security number for me? 556-85-3427. Thank you, sir. Would you like to update the address? What we have here is 2400 Village Square Boulevard, Apartment 3, in Fairfield, California. Oh. No, yeah, that's where I stay at now. I just couldn't remember the address. Oh, okay. Perfect. Yeah. Okay. And is your email LDMBaylor@gmail.com? Yes. Phone number 209-241-4840? Yes. Thank you, sir. Okay, you are under your personal open enrollment period. You are allowed to enroll on a healthcare plan that you would like to. Um, have you get any information about the plans that Partners Personnel is offering? No. Okay, give me a minute please. They're offering one preventative care plan which, uh, will not cover any doctor or hospital visitations, but it will cover one physical examination, blood pressure screenings, colonoscopy, um, it will cover vaccinations, and a lot of preventative tests like HBA, um, hepatitis, et cetera. That plan will include 300 for prescription coverage and virtual care, in case you have an emergency and you need to see a doctor. The phone... Well, this plan will cost you \$16.80 per week. The next three plans are- What's the- Sir? I was going to ask you, what other plans do they have? Okay. The next three plans are medical. They don't include any preventative, just medicals. Uh, they are VIP Standard, VIP Plus and VIP Prime. I'm sorry, I'm providing you with the prices for yourself only. Would you like the coverage for yourself only or somebody else at the family? Uh, just for myself right now. Okay. Just, in that case, uh, let me give you the prices. VIP Standard, which is the one that less covers, will cost you \$17.66. Then as you, we have VIP Plus at \$31.61, and VIP Prime, \$43.28. And there is one more plan that is preventative c-

I mean, preventative and medical all together. This plan works with a copay and this one will cost you \$43.76. Uh, would you like me to explain you that plan, sir? No. Um, how many more days do I got to, uh, enroll in it? Okay, let me give you the exact date. Hold on please. Okay. You have until November the 19th. Okay. Uh, let me talk to my wife and see what she want, what she, how we should do it, because I'm not sure- Would you like- ... VIP. Yeah. I got you. Huh? I understand you. No, I was really, uh, to ask you, would you like me to send you the benefit guide for you to review it? Yeah. My, uh, my email? Yes, to your email. Yeah. Yes, please. Uh, just a minute. I'm working on it right now. And then I'll talk to my wife about it tonight, and then I'll call back tomorrow with my, uh, what we came up with. Sure, sir. There is no problem. Um, you just, uh, give us a call, uh, whenever you see it's easier for you as long as it is, uh, before the deadline for your personal open enrollment. I just sent it to your email. Can you check your email just to verify that you have received it? Uh, yes. Okay. Yeah. Yes. All righty, sir. Just, um, give us a call back. Uh, we're going to be here Monday through Friday, 8:00 AM until 8:00 PM. Okay. All righty, sir. Other than that- That's it. ... is there anything else that I can help you with? That is all. Okay, sir. Yeah. So have a wonderful night, and thank you for calling Benefits in a Card. Yes, you have a good one. I'm... Okay, sir. Thank you very much. Mm-hmm. Bye-bye. Okay.