

## Transcript: Sara

**Marulanda-6385830013878272-4983797348220928**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Yes, my name is Brayden. Hello, ma'am. How may I help you? Hi. I just received a email, um, and I'm a little bit confused about it. Um, it says that "We will be glad to assist you regarding your enrollment form for benefits. Your assistance is needed to continue the processing of your enrollment, as information is either missing or needs to be clarified. Please be advised that your 30 days... um, please contact Benefits in a Card LLC to assist you." I'm just confused. What is this email for? Okay. We are the healthcare administrators for different staffing companies. What staffing company are you working with? That sounds like a... when we are processing the enrollment forms and there is something wrong with that enrollment form, so we usually send an email to the member for them to clarify information, like if the enrollment is for employee only or employee plus child, or if the birthdate is, uh, is wrong. You know, that kind of information. Okay. That sounds like that. Right. Okay. So there's no link where I can verify the information? Do you know what information I would need to get verified? What I... Okay, what company are you working with? It says, uh, BGSS. Ooh, with BG Staffing. Okay. The link w- will be [www.mybiac.com/bgsf](http://www.mybiac.com/bgsf). Okay. And - You can try there. Um, I mean, I don't know what was wrong with your, uh, information. I would have to open your, uh, your profile and see what was wrong. Otherwise, you're gonna have to go to that, uh, link and, and see if you're able to, to see what's wrong with... Uh, it's up to you if you want me to check your profile and correct the information- Okay. ... or to give you the information by phone or, I mean, if you want to go into the link. Um, could you check it on your side and let me know what I need? Sure. Um, I'm going to need the last four digits of your Social Security number to locate you on the system. It's going to be 9111. Okay. And just say, what is your last name? My last name is Ochoa, O-C-H- Ochoa. Brayden Ochoa? Yes. Brayden N. Ochoa. And just for security purposes, ma'am, can you please verify your address and date of birth? Yes. It's gonna be 08/10/06 for the date of birth, and then address is going to be 5907 Wall Street. Wall Street, San Antonio, Texas. And your email is [raydenochoa@gmail.com](mailto:raydenochoa@gmail.com). Um, okay, I got your files here. Just for your information, we don't have a phone number on the file, so that's why nobody, um, was able to give you a call. That's why they sent the email. And on the enrollment form, you choose to be enrolled by a virtual primary care for a family, employee plus family. But at the same time, you choose not, um, choose not to participate, no coverage. So we will try to verify if you want the coverage for employee plus family or if you don't want it. Because you choose... you, you, you marked both spaces. Um, so, uh, I can put no coverage and then for the phone number, um, you could use this phone number. Sure. I mean, okay. Which one is the phone number? I'm sorry. It's gonna be 210-527-6756. 6756, and you don't want to be enrolled. Is that correct? Yes, ma'am. Okay, ma'am. So the enrollment has been declined. You're not gonna be enrolled, and the phone number has been added and I think

that's pretty much all. Okay. Thank you so much. You're more than welcome, ma'am. Have a wonderful day and thank you for calling Benefits in a Card. You're welcome. Bye-bye. Thank you. Bye-bye.

## Conversation Format

Speaker None: Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Yes, my name is Brayden. Hello, ma'am. How may I help you? Hi. I just received a email, um, and I'm a little bit confused about it. Um, it says that "We will be glad to assist you regarding your enrollment form for benefits. Your assistance is needed to continue the processing of your enrollment, as information is either missing or needs to be clarified. Please be advised that your 30 days... um, please contact Benefits in a Card LLC to assist you." I'm just confused. What is this email for? Okay. We are the healthcare administrators for different staffing companies. What staffing company are you working with? That sounds like a... when we are processing the enrollment forms and there is something wrong with that enrollment form, so we usually send an email to the member for them to clarify information, like if the enrollment is for employee only or employee plus child, or if the birthdate is, uh, is wrong. You know, that kind of information. Okay. That sounds like that. Right. Okay. So there's no link where I can verify the information? Do you know what information I would need to get verified? What I... Okay, what company are you working with? It says, uh, BGSS. Ooh, with BG Staffing. Okay. The link w- will be [www.mybiac.com/bgsf](http://www.mybiac.com/bgsf). Okay. And - You can try there. Um, I mean, I don't know what was wrong with your, uh, information. I would have to open your, uh, your profile and see what was wrong. Otherwise, you're gonna have to go to that, uh, link and, and see if you're able to, to see what's wrong with... Uh, it's up to you if you want me to check your profile and correct the information- Okay. ... or to give you the information by phone or, I mean, if you want to go into the link. Um, could you check it on your side and let me know what I need? Sure. Um, I'm going to need the last four digits of your Social Security number to locate you on the system. It's going to be 9111. Okay. And just say, what is your last name? My last name is Ochoa, O-C-H- Ochoa. Brayden Ochoa? Yes. Brayden N. Ochoa. And just for security purposes, ma'am, can you please verify your address and date of birth? Yes. It's gonna be 08/10/06 for the date of birth, and then address is going to be 5907 Wall Street. Wall Street, San Antonio, Texas. And your email is raydenochoa@gmail.com. Um, okay, I got your files here. Just for your information, we don't have a phone number on the file, so that's why nobody, um, was able to give you a call. That's why they sent the email. And on the enrollment form, you choose to be enrolled by a virtual primary care for a family, employee plus family. But at the same time, you choose not, um, choose not to participate, no coverage. So we will try to verify if you want the coverage for employee plus family or if you don't want it. Because you choose... you, you, you marked both spaces. Um, so, uh, I can put no coverage and then for the phone number, um, you could use this phone number. Sure. I mean, okay. Which one is the phone number? I'm sorry. It's gonna be 210-527-6756. 6756, and you don't want to be enrolled. Is that correct? Yes, ma'am. Okay, ma'am. So the enrollment has been declined. You're not gonna be enrolled, and the phone number has been added and I think that's pretty much all. Okay. Thank you so much. You're more than welcome, ma'am. Have a wonderful day and thank you for calling Benefits in a

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