

## **Transcript: VICTORIA**

**Taylor-5847887183921152-6563531814649856**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. This is Victoria. How can I help you? Hi, good day. Um, I just wanted to check to make sure that my, um, that I don't have to do anything for enrollment, uh, that I'm still enrolled. Okay. Um, let me pull up your file. What's the name of the agency you work for? Thank you. It's Creative Circle. And the last four of your Social? That's 8134. All right, and your first and last name? Last name is Schwartz, first name is Justin. Okay. Do you mind verifying your address and date of birth? Yeah, of course. Um, current address is, um, uh, 3355 Lebon Drive, uh, apartment 303 in San Diego, California, 9, uh, 1, uh... Sorry, I haven't had a coffee yet. Um, 92122. Okay. I think I might need to update your address. I have 49558-Uh... 6000. Oh, yeah, that's my old address. Yeah. Okay, let me update it really quick. Thanks so much. And you said it's 3355...? Lebon, L-E-B-O-N. Okay. Yeah. 3355 Lebon Drive, and that is apartment...? 303. ... 303. Still in San Diego. Would it be 92123? Uh, 92122. Okay. And your date of birth? Date of birth is December 24th, 1988. All righty, and then phone number is just the same one you're calling from? Yes, that's correct. Gotcha. And email is justinS-C-H-W@gmail. That's also correct. Okay. So I see you're enrolled into the Insure Plus Basics, the dental, term life and vision for employee only. Are you wanting to make changes to that? Um, no, that, that includes, uh, minimum, uh, uh, essential coverage for health in California, right? For health? Um, so the medical plan that you have is a hospital indemnity plan, so it doesn't cover, uh, preventative care, but it provides coverage for things like if you were to be admitted to the hospital, um, if you had- Right. ... to go to a physician's office or emergency room. Okay. And that'll, that'll, uh, do the trick for... Um, 'cause there's the, the law in California where, um, if I don't have minimum essential coverage, then I get slapped with a pretty hefty fee come tax season. Do you know if this is, uh, under that? I am not familiar with the, the local laws with taxes and stuff like that. I understand. Yeah. Um, I know- No worries, then. ... that there's a healthy... The medical plan that's ACA compliant, I don't know if that's the same as what you're referring to. Mm-hmm. Um, I know we do have an ACA compliant, but that's the StayHealthyNEC TeleRx, not what you have. I see. I think, yeah, I think what I have, um, should do the trick. So, um, that sounds good. Um, okay, so it, it sounds like I don't need to make any changes, so, um, that answers my question. All right. Yeah. I appreciate all your help. You're welcome. Have a wonderful day. You too. Thank you. Goodbye. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits Center Card. This is Victoria. How can I help you?

Speaker speaker\_2: Hi, good day. Um, I just wanted to check to make sure that my, um, that I don't have to do anything for enrollment, uh, that I'm still enrolled.

Speaker speaker\_1: Okay. Um, let me pull up your file. What's the name of the agency you work for?

Speaker speaker\_2: Thank you. It's Creative Circle.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: That's 8134.

Speaker speaker\_1: All right, and your first and last name?

Speaker speaker\_2: Last name is Schwartz, first name is Justin.

Speaker speaker\_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_2: Yeah, of course. Um, current address is, um, uh, 3355 Lebon Drive, uh, apartment 303 in San Diego, California, 9, uh, 1, uh... Sorry, I haven't had a coffee yet. Um, 92122.

Speaker speaker\_1: Okay. I think I might need to update your address. I have 49558- Uh... 6000.

Speaker speaker\_2: Oh, yeah, that's my old address. Yeah.

Speaker speaker\_1: Okay, let me update it really quick.

Speaker speaker\_2: Thanks so much.

Speaker speaker\_1: And you said it's 3355...?

Speaker speaker\_2: Lebon, L-E-B-O-N.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: 3355 Lebon Drive, and that is apartment...?

Speaker speaker\_2: 303.

Speaker speaker\_1: ... 303. Still in San Diego. Would it be 92123?

Speaker speaker\_2: Uh, 92122.

Speaker speaker\_1: Okay. And your date of birth?

Speaker speaker\_2: Date of birth is December 24th, 1988.

Speaker speaker\_1: All righty, and then phone number is just the same one you're calling from?

Speaker speaker\_2: Yes, that's correct.

Speaker speaker\_1: Gotcha. And email is justinS-C-H-W@gmail.

Speaker speaker\_2: That's also correct.

Speaker speaker\_1: Okay. So I see you're enrolled into the Insure Plus Basics, the dental, term life and vision for employee only. Are you wanting to make changes to that?

Speaker speaker\_2: Um, no, that, that includes, uh, minimum, uh, uh, essential coverage for health in California, right? For health?

Speaker speaker\_1: Um, so the medical plan that you have is a hospital indemnity plan, so it doesn't cover, uh, preventative care, but it provides coverage for things like if you were to be admitted to the hospital, um, if you had-

Speaker speaker\_2: Right.

Speaker speaker\_1: ... to go to a physician's office or emergency room.

Speaker speaker\_2: Okay. And that'll, that'll, uh, do the trick for... Um, 'cause there's the, the law in California where, um, if I don't have minimum essential coverage, then I get slapped with a pretty hefty fee come tax season. Do you know if this is, uh, under that?

Speaker speaker\_1: I am not familiar with the, the local laws with taxes and stuff like that.

Speaker speaker\_2: I understand. Yeah.

Speaker speaker\_1: Um, I know-

Speaker speaker\_2: No worries, then.

Speaker speaker\_1: ... that there's a healthy... The medical plan that's ACA compliant, I don't know if that's the same as what you're referring to.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Um, I know we do have an ACA compliant, but that's the StayHealthyNEC TeleRx, not what you have.

Speaker speaker\_2: I see. I think, yeah, I think what I have, um, should do the trick. So, um, that sounds good. Um, okay, so it, it sounds like I don't need to make any changes, so, um, that answers my question.

Speaker speaker\_1: All right.

Speaker speaker\_2: Yeah. I appreciate all your help.

Speaker speaker\_1: You're welcome. Have a wonderful day.

Speaker speaker\_2: You too. Thank you. Goodbye.

Speaker speaker\_1: Bye-bye.