

## Transcript: VICTORIA

**Taylor-5993680926097408-6042501114707968**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, yes, miss, I got a text message in order to enroll to the BIC program. So, I was wondering what do I need in order to get this? I am already a medical, um, yeah. I have already the medical, so I don't know if you need a number. What's the name of the agency you work through? Okay, no, I... Okay. I don't know the worker that, um, you are asking. I have my medical card with me, and I am with Health Net, so I don't know if you need my number. I need the name of the staffing agency you work through. Oh, it's, um, uh, Healthcare is the only thing that I know. I have a card with, um, Health- Health Net, sorry. healthnet.com. Healthmed.com? Yes. Actually, I have a VIN number that is, um, okay, let me check. Okay. I, I can't- Yeah. ... search you by any of that information. Do you not work for a staffing agency? No. Uh, the only thing that I, I got is a Health Net card that precisely says, uh, that I have a PIN number, which is RXVIN, and then, uh, six digits. And then it says RXVPN next to that number. Okay. Sir, I don't need any of that information. I need the name of the agency, the staffing agency that you work through. Um, the s- okay, it says Comprehensive Home Health Centers at Eagle Rock. Is that one that you need? No. Do you work through a staffing- And then, and then, um- ... or temporary agency? Temporary agency? Am I... The only thing that I have is my, this card, the, uh, medical, the Benefits Identification Card, but- You don't know who you work for? No, I, I only g- got this card, and I, I, I along with the Health Net one and the b- b... Yeah, actually, I have the Benefits Identification Card already. That's the card that I have in my hand, the BIC. So, actually I have it, so I, I don't know why I, I got the text message. Okay. What is your first and last name? Okay. It's, um, in the card says Marrufo, M-A-R-R-U-F-O, Veraza, V as Victor, E as Edward, R as Ralph, A as Albert, C as zebra, and A as Albert. And then F, middle, and Jaime, J-A-I-M-E. Jaime Fernando Veraza Marrufo. Okay. What is your first name? Jaime. Jaime? Yes. J-A-I-M-E. And your last name? The last name is Veraza, V as Victor, E as Edward, R as Ralph, A as Albert, C as zebra, A as Albert, Veraza. V-E-R-A-Z-A? Correct. Okay. I'm not- And then again- ... pulling you up in our systems. Marrufo, M-A-M-A-R-R-U-F-O, because in the card appears like Jaime F. Veraza Marrufo, M-A-R-R-U-F-O. This, uh, uh, how it shows in the card. Okay. What's the last four of your Social? 5792. And I have the ID number in the card. I don't know if that's there, the ID number as well. Okay. I, I can't, I can't pull you up by the ID number. Oh, that's it. Wow. Yeah. Sir, I'm not showing you in our system under Jaime. Yeah. That's odd because, uh, okay, I, this is the card that I have, medical, the State of California Benefits Identification Card. And I have been using it, uh, for the pharmacy, I'm having it for several things, and this was for good, so. Okay. So, this is- Then yesterday they said... This insurance- Yes? ... is only if you work through a staffing or temp agency. So, do you work through a staffing agency? Yes, I work for a staffing agency that is a Partners

Personal. Okay. That's, that's what I was asking you in the beginning of the call. Oh, that's it. Yeah. I didn't get you very well, sorry. Give me one second. Okay. And what was the last four of your Social? 5792. Okay. Is your first name Fernando? Correct. And last name is V-E-R-C-A? Uh, yes, yes. Okay. Do you mind verifying your address and date of birth? It's, uh, 149 East Avenue 42, Apartment A, Los Angeles, California, 90031. And the date of birth is, uh, 07/03/66. Phone number is 213-570-2788. Yes, that's my phone number, yes. Email is thor3399@gmail.com. Mm-hmm. @gmail.com, correct, yes. Okay, I don't see that you're enrolled into anything on my end. Uh, so what do I need to do or... I'm sorry? Because I have been working for the... I, what do I need to do? What do I need to do, uh, in order to get enrolled? Okay, so you're wanting to get enrolled into the benefits? Yes, please. Okay. So it looks like you actually only have until tomorrow by the end of day to get enrolled. Oh. Do you know what plans you're wanting to enroll into? Yes. Of course, the medical one and also there's another, uh, you know, like, uh, food, you know, the... I can't recall the CalFresh I think or all the other, uh, service that you have, another help is fine. Okay, there's multiple medical plans to choose t- from. Do you know which specific plan you're wanting? No. Well, a- again, just, uh, at least the medical and if, if there's possible some food stamps or something for CalFresh will be fine. We don't have anything to do with food stamps. This is just for- Oh. ... medical insurance. Okay. Thank you. So- So what I'm going to do is I'm going to send you a copy of the benefits guide, will, which will explain all of the plans that are being offered through your employer. I would- Yes. ... suggest looking it over that, and then once you make a decision on what specific plan you want to enroll into, you can call us back from there to enroll. Okay, that's fine. And just remember, tomorrow is the deadline for you to get enrolled. So as long as you call us- Yes. ... before the end of day tomorrow, we can get you enrolled. Okay, so I will call back tomorrow and I'll just hear, you know, because I am calling, you know, within, within the deadline. But of course, I didn't know that I didn't have, you know, like something, like the medical basic. So yeah, very important, okay, take care of the medical, the basic. Okay, so I'm going to email you the benefits guide, and again, you have- Are you email- ... until the end of today. Yes, email and I can check it right now, right? Yes, sir. As soon as I send that off to you, you'll have access to it. So again, as long as you call us back before 8:00 PM tomorrow, we can get you enrolled. Yes. After tomorrow, we would not be able to get you enrolled. Okay, that's fine. Did you have any other questions for me? No, that was just it. Thank you. Okay, you have a wonderful day. You too. Thank you. Bye-bye. 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 on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Uh, yes, miss, I got a text message in order to enroll to the BIC program. So, I was wondering what do I need in order to get this? I am already a medical, um, yeah. I have already the medical, so I don't know if you need a number.

Speaker speaker\_1: What's the name of the agency you work through?

Speaker speaker\_2: Okay, no, I... Okay. I don't know the worker that, um, you are asking. I have my medical card with me, and I am with Health Net, so I don't know if you need my number.

Speaker speaker\_1: I need the name of the staffing agency you work through.

Speaker speaker\_2: Oh, it's, um, uh, Healthcare is the only thing that I know. I have a card with, um, Health- Health Net, sorry. healthnet.com.

Speaker speaker\_1: Healthmed.com?

Speaker speaker\_2: Yes. Actually, I have a VIN number that is, um, okay, let me check.

Speaker speaker\_1: Okay. I, I can't-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... search you by any of that information. Do you not work for a staffing agency?

Speaker speaker\_2: No. Uh, the only thing that I, I got is a Health Net card that precisely says, uh, that I have a PIN number, which is RXVIN, and then, uh, six digits. And then it says RXVPN next to that number.

Speaker speaker\_1: Okay. Sir, I don't need any of that information. I need the name of the agency, the staffing agency that you work through.

Speaker speaker\_2: Um, the s- okay, it says Comprehensive Home Health Centers at Eagle Rock. Is that one that you need?

Speaker speaker\_1: No. Do you work through a staffing-

Speaker speaker\_2: And then, and then, um-

Speaker speaker\_1: ... or temporary agency?

Speaker speaker\_2: Temporary agency? Am I... The only thing that I have is my, this card, the, uh, medical, the Benefits Identification Card, but-

Speaker speaker\_1: You don't know who you work for?

Speaker speaker\_2: No, I, I only g- got this card, and I, I, I along with the Health Net one and the b- b... Yeah, actually, I have the Benefits Identification Card already. That's the card that I have in my hand, the BIC. So, actually I have it, so I, I don't know why I, I got the text message.

Speaker speaker\_1: Okay. What is your first and last name?

Speaker speaker\_2: Okay. It's, um, in the card says Marrufo, M-A-R-R-U-F-O, Veraza, V as Victor, E as Edward, R as Ralph, A as Albert, C as zebra, and A as Albert. And then F, middle, and Jaime, J-A-I-M-E. Jaime Fernando Veraza Marrufo.

Speaker speaker\_1: Okay. What is your first name?

Speaker speaker\_2: Jaime.

Speaker speaker\_1: Jaime?

Speaker speaker\_2: Yes. J-A-I-M-E.

Speaker speaker\_1: And your last name?

Speaker speaker\_2: The last name is Veraza, V as Victor, E as Edward, R as Ralph, A as Albert, C as zebra, A as Albert, Veraza.

Speaker speaker\_1: V-E-R-A-Z-A?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. I'm not-

Speaker speaker\_2: And then again-

Speaker speaker\_1: ... pulling you up in our systems.

Speaker speaker\_2: Marrufo, M-A-M-A-R-R-U-F-O, because in the card appears like Jaime F. Veraza Marrufo, M-A-R-R-U-F-O. This, uh, uh, how it shows in the card.

Speaker speaker\_1: Okay. What's the last four of your Social?

Speaker speaker\_2: 5792. And I have the ID number in the card. I don't know if that's there, the ID number as well.

Speaker speaker\_1: Okay. I, I can't, I can't pull you up by the ID number.

Speaker speaker\_2: Oh, that's it. Wow.

Speaker speaker\_1: Yeah. Sir, I'm not showing you in our system under Jaime.

Speaker speaker\_2: Yeah. That's odd because, uh, okay, I, this is the card that I have, medical, the State of California Benefits Identification Card. And I have been using it, uh, for the pharmacy, I'm having it for several things, and this was for good, so.

Speaker speaker\_1: Okay. So, this is-

Speaker speaker\_2: Then yesterday they said...

Speaker speaker\_1: This insurance-

Speaker speaker\_2: Yes?

Speaker speaker\_1: ... is only if you work through a staffing or temp agency. So, do you work through a staffing agency?

Speaker speaker\_2: Yes, I work for a staffing agency that is a Partners Personal.

Speaker speaker\_1: Okay. That's, that's what I was asking you in the beginning of the call.

Speaker speaker\_2: Oh, that's it. Yeah. I didn't get you very well, sorry.

Speaker speaker\_1: Give me one second.

Speaker speaker\_2: Okay.

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

Speaker speaker\_2: 5792.

Speaker speaker\_1: Okay. Is your first name Fernando?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And last name is V-E-R-C-A?

Speaker speaker\_2: Uh, yes, yes.

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

Speaker speaker\_2: It's, uh, 149 East Avenue 42, Apartment A, Los Angeles, California, 90031. And the date of birth is, uh, 07/03/66.

Speaker speaker\_1: Phone number is 213-570-2788.

Speaker speaker\_2: Yes, that's my phone number, yes.

Speaker speaker\_1: Email is thor3399@gmail.com.

Speaker speaker\_2: Mm-hmm. @gmail.com, correct, yes.

Speaker speaker\_1: Okay, I don't see that you're enrolled into anything on my end.

Speaker speaker\_2: Uh, so what do I need to do or...

Speaker speaker\_1: I'm sorry?

Speaker speaker\_2: Because I have been working for the... I, what do I need to do? What do I need to do, uh, in order to get enrolled?

Speaker speaker\_1: Okay, so you're wanting to get enrolled into the benefits?

Speaker speaker\_2: Yes, please.

Speaker speaker\_1: Okay. So it looks like you actually only have until tomorrow by the end of day to get enrolled.

Speaker speaker\_2: Oh.

Speaker speaker\_1: Do you know what plans you're wanting to enroll into?

Speaker speaker\_2: Yes. Of course, the medical one and also there's another, uh, you know, like, uh, food, you know, the... I can't recall the CalFresh I think or all the other, uh, service that you have, another help is fine.

Speaker speaker\_1: Okay, there's multiple medical plans to choose from. Do you know which specific plan you're wanting?

Speaker speaker\_2: No. Well, a- again, just, uh, at least the medical and if, if there's possible some food stamps or something for CalFresh will be fine.

Speaker speaker\_1: We don't have anything to do with food stamps. This is just for-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... medical insurance.

Speaker speaker\_2: Okay. Thank you. So-

Speaker speaker\_1: So what I'm going to do is I'm going to send you a copy of the benefits guide, will, which will explain all of the plans that are being offered through your employer. I would-

Speaker speaker\_2: Yes.

Speaker speaker\_1: ... suggest looking it over that, and then once you make a decision on what specific plan you want to enroll into, you can call us back from there to enroll.

Speaker speaker\_2: Okay, that's fine.

Speaker speaker\_1: And just remember, tomorrow is the deadline for you to get enrolled. So as long as you call us-

Speaker speaker\_2: Yes.

Speaker speaker\_1: ... before the end of day tomorrow, we can get you enrolled.

Speaker speaker\_2: Okay, so I will call back tomorrow and I'll just hear, you know, because I am calling, you know, within, within the deadline. But of course, I didn't know that I didn't have, you know, like something, like the medical basic. So yeah, very important, okay, take care of the medical, the basic.

Speaker speaker\_1: Okay, so I'm going to email you the benefits guide, and again, you have-

Speaker speaker\_2: Are you email-

Speaker speaker\_1: ... until the end of today.

Speaker speaker\_2: Yes, email and I can check it right now, right?

Speaker speaker\_1: Yes, sir. As soon as I send that off to you, you'll have access to it. So again, as long as you call us back before 8:00 PM tomorrow, we can get you enrolled.

Speaker speaker\_2: Yes.

Speaker speaker\_1: After tomorrow, we would not be able to get you enrolled.

Speaker speaker\_2: Okay, that's fine.

Speaker speaker\_1: Did you have any other questions for me?

Speaker speaker\_2: No, that was just it. Thank you.

Speaker speaker\_1: Okay, you have a wonderful day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Bye-bye.