

## **Transcript: Estefania**

**Acevedo-4624041956032512-4821075711442944**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, hi. Uh, I got a, uh, a text message. What is, what is Benefits in a Card? So we're the healthcare administrators for staff and agencies. Um, so if you're currently... if you've received a text or a call, most likely we administrate your staff and agency and you're probably within your personal open enrollment period, meaning the first 30 days of you receiving your very first check, or you're within your company open enrollment period as a company. And that makes you eligible for benefits, um, such as dental, vision, preventative, depending on what plan you select and how many, and if you choose dependents with those plans, is how much the weekly deductions are out of your check. Um, it's something completely optional, though. What staff and agency are you with, though? Because some of them do auto-enroll their members, and if you're not looking into getting any benefits, I could go ahead and opt you out, um, so that you don't get auto-enrolled. But only some of them auto-enroll their members, not all. What's the name of the staff agency? I don't even know who... I don't know. I don't even know which staff or agency. Oh, okay. So some of them do auto-enroll their members, um, so for me to know, 'cause we administrate multiple agencies, so for me to know if the one you work for falls in that auto enrollment, I would need the name of the agency. Um- No, I don't even work there no more for that agency. Oh, okay, so you're not working no more? Then I would just disregard the messages. Oh, okay. Appreciate you. Okay. You're welcome. All right. 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 in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Yes, hi. Uh, I got a, uh, a text message. What is, what is Benefits in a Card?

Speaker speaker\_1: So we're the healthcare administrators for staff and agencies. Um, so if you're currently... if you've received a text or a call, most likely we administrate your staff and agency and you're probably within your personal open enrollment period, meaning the first 30 days of you receiving your very first check, or you're within your company open enrollment period as a company. And that makes you eligible for benefits, um, such as dental, vision, preventative, depending on what plan you select and how many, and if you choose

dependents with those plans, is how much the weekly deductions are out of your check. Um, it's something completely optional, though. What staff and agency are you with, though? Because some of them do auto-enroll their members, and if you're not looking into getting any benefits, I could go ahead and opt you out, um, so that you don't get auto-enrolled. But only some of them auto-enroll their members, not all. What's the name of the staff agency?

Speaker speaker\_2: I don't even know who... I don't know. I don't even know which staff or agency.

Speaker speaker\_1: Oh, okay. So some of them do auto-enroll their members, um, so for me to know, 'cause we administrate multiple agencies, so for me to know if the one you work for falls in that auto enrollment, I would need the name of the agency. Um-

Speaker speaker\_2: No, I don't even work there no more for that agency.

Speaker speaker\_1: Oh, okay, so you're not working no more? Then I would just disregard the messages.

Speaker speaker\_2: Oh, okay. Appreciate you.

Speaker speaker\_1: Okay. You're welcome.

Speaker speaker\_2: All right. Bye-bye.