

## **Transcript: Estefania**

**Acevedo-4673486579875840-5933402519027712**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, I need to make a doctor's visit, but I haven't gotten y'all's medical card yet. Okay. What staffing agency do you work for? Surge. And what are the last four of your social, please? 9354. For security purposes, can you verify address and date of birth? 1240 Oakdale Street, Lot 24. February 18th, 2000. And then the city and state? City and state of when I was born? Yes. City and state, like where you live. Oh, Manchester, Tennessee. Okay, 931-273-1644 is your phone number? Mm-hmm. Okay. So, your coverage hasn't become active yet. It says here working 30 days. So, once you see the first deduction from your paycheck, the following Monday of that very first deduction is when your coverage becomes effective. They still haven't done any deduction. So therefore, you don't have active coverage yet. So, the moment Surge does the first deduction from your paycheck, the following Monday, the plan becomes effective for your MEC tele-RS, which is the preventative plan. Okay. All right. Thank you for the information. So, I would just be... Mm-hmm. So, I would just be taking a look at your pay stubs. Once you see that they finally deducted, the following Monday, the plan becomes effective. Thank you for your time. You're welcome. Have a nice day.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Yes, I need to make a doctor's visit, but I haven't gotten y'all's medical card yet.

Speaker speaker\_0: Okay. What staffing agency do you work for?

Speaker speaker\_1: Surge.

Speaker speaker\_0: And what are the last four of your social, please?

Speaker speaker\_1: 9354.

Speaker speaker\_0: For security purposes, can you verify address and date of birth?

Speaker speaker\_1: 1240 Oakdale Street, Lot 24. February 18th, 2000.

Speaker speaker\_0: And then the city and state?

Speaker speaker\_1: City and state of when I was born?

Speaker speaker\_0: Yes. City and state, like where you live.

Speaker speaker\_1: Oh, Manchester, Tennessee.

Speaker speaker\_0: Okay, 931-273-1644 is your phone number?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay. So, your coverage hasn't become active yet.

Speaker speaker\_1: It says here working 30 days.

Speaker speaker\_0: So, once you see the first deduction from your paycheck, the following Monday of that very first deduction is when your coverage becomes effective. They still haven't done any deduction. So therefore, you don't have active coverage yet. So, the moment Surge does the first deduction from your paycheck, the following Monday, the plan becomes effective for your MEC tele-RS, which is the preventative plan.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right.

Speaker speaker\_1: Thank you for the information.

Speaker speaker\_0: So, I would just be... Mm-hmm. So, I would just be taking a look at your pay stubs. Once you see that they finally deducted, the following Monday, the plan becomes effective.

Speaker speaker\_1: Thank you for your time.

Speaker speaker\_0: You're welcome. Have a nice day.