

## **Transcript: Estefania**

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### **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? Yeah, I got a, um, a email saying that, about this Benefits in a Card. I don't know what it is. Okay, so we're the healthcare administrators for staff and agencies. Um, what does the email say? Uh, hold on. It says, "New benefits announcement. Activate your," uh, uh, "card." But I don't need it. Okay. Um, so like I said, we're the healthcare administrators for staff and agencies. If you received that notification, it's most likely you're within your personal open enrollment, meaning your first 30 days of receiving your first check, which makes you eligible to enroll. Or your company is within their company open enrollment period. Some agencies do, however, auto-enroll their members into a plan, so if you don't want it, you can opt out of it before your 30 days are up. But some don't. Who are you currently working with? Uh, Carlson Staffing. Okay, so Carlson is one of the staffing agencies that does do the auto-enrollment. So if you wanna opt out, I can go ahead and opt you out. But I do need to get in your file to do that. Um, what are the last four of your Social? 4499. For security purposes, I do need you to verify your address and your date of birth. 13480 South Thorntree Drive, Apartment 802. Uh, 02151977. Did you recently move? Um, no, I've been living there for about two years now. Um, I have a different address than the one that you provided. So, um, if you don't remember the previous address, you could always verify your full Social. But I do need the correct address or the correct full Social Security Number to continue. All right. My address should be the same, but my Social Security Number is 465-534499. Okay, I had 1114 Keldere, Houston, Texas. Oh, 1114 Keldere Drive. That's, that's old. I haven't lived there in over, like six years. Okay, I can go ahead and update it. What was the new address? 13480 South Thorntree Drive, Apartment 802. You said Apartment 802? Yes, ma'am. And then is it still Houston, Texas? Houston, Texas 77015. Okay. And then your date of birth is still 02/15/1977, correct? That's correct? Yes. Yes. 832-215-3818 is your phone number still? Yes. Then I have, uh, jasmine19@yahoo.com. Is that correct? I don't know what that is. My email is, uh, darellberry7@gmail.com. Darel... What was the rest of it? Berry7. Darell Berry, the number 7, @gmail.com. Okay. Thanks. Yeah, you had a Jasmine in there. Um, okay, so it looks like you have already... They have already auto-enrolled you into that plan. So if you want, I can go ahead and cancel it. Yeah. But it does take 7 to 10 business days for any cancellations or changes to be made. So there is a possibility that you may see one or two deductions still, but it shouldn't pass two... Okay. That's cool. I don't need it. Okay. I'll go ahead and cancel that. Okay. I went ahead and canceled your coverage. Did you have any questions? No, that's it. Thank you. You're welcome. Have a nice day. All right. You too.

## 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: Yeah, I got a, um, a email saying that, about this Benefits in a Card. I don't know what it is.

Speaker speaker\_1: Okay, so we're the healthcare administrators for staff and agencies. Um, what does the email say?

Speaker speaker\_2: Uh, hold on. It says, "New benefits announcement. Activate your," uh, uh, "card." But I don't need it.

Speaker speaker\_1: Okay. Um, so like I said, we're the healthcare administrators for staff and agencies. If you received that notification, it's most likely you're within your personal open enrollment, meaning your first 30 days of receiving your first check, which makes you eligible to enroll. Or your company is within their company open enrollment period. Some agencies do, however, auto-enroll their members into a plan, so if you don't want it, you can opt out of it before your 30 days are up. But some don't. Who are you currently working with?

Speaker speaker\_2: Uh, Carlson Staffing.

Speaker speaker\_1: Okay, so Carlson is one of the staffing agencies that does do the auto-enrollment. So if you wanna opt out, I can go ahead and opt you out. But I do need to get in your file to do that. Um, what are the last four of your Social?

Speaker speaker\_2: 4499.

Speaker speaker\_1: For security purposes, I do need you to verify your address and your date of birth.

Speaker speaker\_2: 13480 South Thorntree Drive, Apartment 802. Uh, 02151977.

Speaker speaker\_1: Did you recently move?

Speaker speaker\_2: Um, no, I've been living there for about two years now.

Speaker speaker\_1: Um, I have a different address than the one that you provided. So, um, if you don't remember the previous address, you could always verify your full Social. But I do need the correct address or the correct full Social Security Number to continue.

Speaker speaker\_2: All right. My address should be the same, but my Social Security Number is 465-534499.

Speaker speaker\_1: Okay, I had 1114 Keldere, Houston, Texas.

Speaker speaker\_2: Oh, 1114 Keldere Drive. That's, that's old. I haven't lived there in over, like six years.

Speaker speaker\_1: Okay, I can go ahead and update it. What was the new address?

Speaker speaker\_2: 13480 South Thorntree Drive, Apartment 802.

Speaker speaker\_1: You said Apartment 802?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And then is it still Houston, Texas?

Speaker speaker\_2: Houston, Texas 77015.

Speaker speaker\_1: Okay. And then your date of birth is still 02/15/1977, correct? That's correct?

Speaker speaker\_2: Yes. Yes.

Speaker speaker\_1: 832-215-3818 is your phone number still?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Then I have, uh, jasmine19@yahoo.com. Is that correct?

Speaker speaker\_2: I don't know what that is. My email is, uh, darellberry7@gmail.com.

Speaker speaker\_1: Darel... What was the rest of it?

Speaker speaker\_2: Berry7. Darell Berry, the number 7, @gmail.com.

Speaker speaker\_1: Okay. Thanks. Yeah, you had a Jasmine in there. Um, okay, so it looks like you have already... They have already auto-enrolled you into that plan. So if you want, I can go ahead and cancel it.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: But it does take 7 to 10 business days for any cancellations or changes to be made. So there is a possibility that you may see one or two deductions still, but it shouldn't pass two...

Speaker speaker\_2: Okay. That's cool. I don't need it.

Speaker speaker\_1: Okay. I'll go ahead and cancel that. Okay. I went ahead and canceled your coverage. Did you have any questions?

Speaker speaker\_2: No, that's it. Thank you.

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

Speaker speaker\_2: All right. You too.