

## **Transcript: Estefania**

**Acevedo-4925226718543872-6517787304345600**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Uh, yes. I have called a couple of times and, uh, got a, we are not, uh, in hours last week, and so I'm calling this week since it's the last day for me to sign up for benefits. Okay. Um, what staff and agency are you with? Uh, OPT 4 Global. And then what are the last four of your Social? That is 8509. For security purposes, could you please verify your full address as well as your date of birth? Yes. Full address is 827 East High Street, and then my date of birth is 01/24/1989. Okay. Um, did you move recently by any chance? A while ago, about a year ago. Do you remember the previous address? 'Cause we may have the old one. If you don't remember- Yeah, I do. I do. Oh, okay. What is it? No, I do. I do. That'd be, uh, that'd be 1111 Swope Avenue. And then what city and state? That's gonna be Colorado Springs, Colorado. Okay, thank you. And then do you want me to go ahead and update that for you? If you may. Okay. I'll log into my company's portal where I should go through and make sure I have it updated there 'cause maybe I didn't update it. Um, what is that new address again? That is 827 East High Street, and that's also in Colorado Springs, Colorado. Okay. You said "high" like H-E-I-G-H-T? Uh, no, high as in H-I-G-H. Oh, okay. Okay. Like a h- like a high shelf. Okay. And then is the ZIP code different? It is. It is, uh, 80903. Okay, thank you. Is your phone number still the same, 719-499-6246? Yep. And then I have your first name, period, middle initial, period, last name@gmail.com. Is that up to date? Love it. Yep. Yep, that's right. And then by any chance did you know what you wanna enroll into already? It looks like your last day to enroll is tomorrow. Um, yeah, I do. I do. I just pretty much, um, whatever's gonna cost me the most. Okay. Um, that's what- Did you want me to go over the plans? So, what, what I need, what my family's needs are, is my wife, um, needs to be able to talk to her, her, uh, medication specialist for her meds. Um, she takes meds for, uh, her, her health, and she goes to see a doctor, a therapist, um, approximately every two to three months. So we just need to make sure that we have coverage for, um, uh, just checkups for, for her mental health, um, and then making sure that... 'Cause we have a little one. He's, he's, uh, he's 10, and just like kids get hurt, kids get sick. I need to make sure that when I go in that they're not gonna be like, "Oh, yeah, here you go." Like, I would rather pay higher monthly and a lower deductible. Okay. So if you want, I can go over the plans that they have. They only really offer three different medical plans. So if you want, I can go over the plans. Yeah, give me the regular, the, and then a Enhanced or whatever. Yeah. Your Enhanced would be the one that would cover... So they all have, um, prescription benefits. Even the Stay Healthy, which is only the preventative one now and it offers prescription benefits as well, as well as your Enhanced plan. So the three of them offer, like, prescription benefits. But if you want, I can go over the plans real quick. Yeah, what's your- Just so that you're sure what you wanna enroll into. But if you're

looking to be covered at a greater dollar amount when it comes towards the flat fees, that would be your Ensure Plus Enhanced. The Ensure Plus and the Ensure Plus Enhanced are kind of similar. The main difference is in four areas, which would be your daily hospital confinement. The Ensure Plus only covers \$50 per day, while your Ensure Plus Enhanced will cover \$100 per day. For intensive care, the Ensure Plus covers \$200 per day, while your Ensure Plus Enhanced will cover \$400 per day. For annual first occurrence in hospital, the Ensure Plus covers 500, while your Ensure Plus Enhanced will cover 1,500. For surgical, the Ensure Plus would cover up to 1,000 based on surgical schedule, and then your Ensure Plus Enhanced will cover up to 2,000 based on surgical schedule. Everything after that stays the exact same. So only in four areas- I think that- ... um, the differences really come. Um, yeah, I'll be, uh... I was looking at the thing. So I have a family, and, uh, what would be my monthly- Deduction? ... um, rate. Yeah, deduction for, uh, for family on the Enhanced. So monthly, I'm not really sure, but I know weekly, for family, the family plan, it would be \$54.30. That's for the Enhanced. Yeah, I was looking at that. Yeah, I just thought that was a little bit low. It just seems like, uh, usually insurance costs a lot more than that. Well, they're not... They don't offer n- um, a major medical plan, but that one's just \$54.30. And then your Ensure Plus for family would be \$37.64. And then- Okay. ... of course they also offer your additional benefits, which are dental, term life, vision and short term. And those have their separate deductions as well. Yeah, I see, I see those, uh, down below. Um, yeah. You know, I'm gonna go with the Enhance Plus or- Okay. ... uh, Plus Enhance. Sorry. Okay, you're fine. For family? Yes. And then did you want to add, um, that leaves you with dental, short term, term life, vision, and then your preventative plan, which is the one that would cover like one physical visit a year, some vaccinations, some STD and cancer screening and even some counseling. So the one that you selected only covers your actual hospital indemnity services, which means, like, your doctor visits if you get sick, hospital visits, urgent care, emergency room and surgeries. But the Enhance- Right. ... does not cover your preventative, which would be like your check-ups. All right. And that's, that's, uh... Basically that's added on or... Correct. Yes, sir. That would have to be added on. So that would be the MEC TeleRx, the one that actually covers like one physical visit a year, the, some vaccinations, some STD and cancer screening, and even some counselings. But the MEC doesn't cover what your Enhance does, so that's why you're allowed to add that as well. Oh, okay. Okay. But, but it's- Awesome. ... your choice. Yeah. I do want to add that and I want to get the dental and vision as well. I don't know- And did you want to- ... uh, why didn't you run it through my... What? I was gonna ask you, did you want to do all, like, under the family plan? Yes. Okay. So I have the MEC, which is your preventative for \$23.54 for family. Then, did you want to do family for dental as well? Yes, please. For f- And that's \$14.49. With your dental plan, a preventative visit is covered at 100%. Anything basic, like if you gotta go in for your, a cleaning, that's covered at 80%. Basic restorative, so if they find a cavity and they gotta fill that, that's covered at 80%. X-rays that they may take is covered at 80%. You have an annual maximum of \$500 and with the dental plan, you would have to give a one-time deductible. For the family plan, it's of \$150. Oh, that's, that's, that's great. I'm paying everything out of pocket right now anyways, so. Oh, okay. And then you said that you weren't interested in term life, right? Because you did it through somebody else? Yes, I was, I went through, uh, um, uh, I went through Fidelity on that one. Okay. And then that leaves vision and short term. Were you looking into any of those two or just the three- Yes. ... that you selected? Th- That's, uh, short term disability. Okay. So that one, would you like to

do, uh, under the family plan as... I'm sorry, no. That one's only for employees, um, and- Yeah, yeah. I'm good on that. ... you have to be active working 20 hours or more per week, okay? Uh, for that one- Yeah. ... there's a elimination period of seven days. So that means that the first seven days they don't pay them, but after that, the benefit period would be, uh, 90 days and the benefit amount is \$650 per month. And for employee, that would be a weekly deduction of \$3.95. Then that just leaves vision. Were you looking into vision or you weren't interested in vision? I do need vision, please. Okay. Did you want to do with family or did you just want to do with employee? Uh, I'm gonna do family. Uh, the three of us wear glasses. Okay. So, so far I have the Ensure Plus Enhanced for \$54.30 for employee and family. Dental for employee and family for \$14.49. Short term for employee for \$3.95. Vision for employee and family for \$7.62. And then your MEC TeleRx, which is your preventative plan, for \$23.54 for employee and family. That would be a weekly deduction of \$103.90. That sounds right. That's sounds better. Yep. Okay. Do you allow OptumWorks Global to make these weekly deductions for these selected plans? Yes. Okay. Please allow one or two weeks for your employer to start making that deduction. Once you see the very first deduction of the \$103.90 come out of your paycheck, the following Monday of that very first deduction is when you have active coverage. And then by that Thursday or Friday, you should be getting three cards. You're gonna get your dental card first, vision and then your MEC, which is your preventative. And for your medical plan, which is your Ensure Plus Enhanced, they normally don't send that one out. But if you do want a physical one, that Monday that you have active coverage, you're welcome to give this phone number a call and request it. But you would have to be active for me to request it. Okay. Um, and I was gonna let you know that I also need your, um, your wife's information and then your kids'. So if you want, we can start with your wife. What's her first and last name? The... Do you need Social Security numbers, because if you do, I need to go run and grab those cards. Yes, we do. Um, but if you don't have it- Okay. ... now, you're always welcome to give us a call back. But I can wait as well. Yeah, let me go get... I'm just in the next room. I'll be right back. Thank you. Okay, that's fine. I am ready to start off with my life. Okay. What's her first and last name? Her first name is Logan. Okay. And her last name is Adams. Okay. And then what's her Social? That is 520- Mm-hmm. ... 33... I can't tell what the... That's a five. 357698. Thank you. And then what's her birthday? Her birthday is 08/21/96. Thank you. All right, and then I'm ready for the child. All right, so we're going to go ahead and do my youngest one first because my teenager's grabbing social for his, uh, his mom. Sure. So the little one, his full name is Zaiden Lee Contreras. It's Z-A-I-D-E-N. Mm-hmm. And then last name's Contreras. And then let me know when you're ready for the... Ooh, spell that last name and make sure I got that right. Oh, wait, that's yours. Uh, that is- I'm sorry. Yeah, it's the same as mine now, Charlie, Oscar, November. And then I'm ready for that Social. All right, that's, uh, 773-21-9063. Thank you. And then this is a male, right? Yes. Okay. Yeah. And then the birthday. His birthday is 4/26/2014. Okay, and then I'm ready for the second child. Um, I'm going to have to come back on the, uh, Social Security number because he's getting it from his mom right now. Um, but his name is, uh, Ivan. Okay. His last name is same as mine, Contreras. Mm-hmm. And then for now we can put zeroes in. You're always welcome to call back. All right. And then his birthday is, uh, 03/18/2008. Yeah. All right. Is there another child? Not yet. No? Okay. Not yet. Nope. Well, great. I'll, I'll be calling part of that one back later, um, in about, hopefully like, uh, March or so is what we're shooting for to go ahead and, uh- Okay, yep. ... start that process. All right, that's fine. Um, and then you're

always welcome to give us a call whenever you have the other child's Social, and then we'll be glad to add it. Did you have any questions though? No, no, thank you. I, I read through the, the sheet that work gave me and everything and, and, uh, uh, everything looks like to be exactly where, where I need it to be for my family right now, so. Okay. All right, so now you really just have to wait for them to start doing the, the weekly deductions. Once you see that very first deduction, the following Monday is when you finally have active coverage. And you're welcome to give us a call that first Monday of your active coverage so that we can order your, um, medical card. Awesome. All right. Well, I- Will the, will the medical c- card be, uh, will the medical card be available online through, like a, like a portal of some sort to- So once you have active coverage, you're welcome to give us a call and we can actually send it to you via email once it's available. Okay. And we'll save you- Okay, cool. ...out of that if for some reason you have, like, a doctor's appointment before you actually get the cards. If you're active, we can check to see if they're available, and we'll be happy to send them. And then all that information regarding the carrier, uh, contact numbers for the providers, the pharmacy information, all of that will be in that email as well. Okay, cool. Okay. So now we really just have to- Okay. ... wait for them to start doing the deductions. Sweet. That's okay with me. All right. We got time. Well, thank you for your time. I hope you have a great day today. Yeah. Thank you so much. This was very awesome, very painless. Thank you for your time. You're welcome. Have a nice day. 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. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Uh, yes. I have called a couple of times and, uh, got a, we are not, uh, in hours last week, and so I'm calling this week since it's the last day for me to sign up for benefits.

Speaker speaker\_1: Okay. Um, what staff and agency are you with?

Speaker speaker\_2: Uh, OPT 4 Global.

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

Speaker speaker\_2: That is 8509.

Speaker speaker\_1: For security purposes, could you please verify your full address as well as your date of birth?

Speaker speaker\_2: Yes. Full address is 827 East High Street, and then my date of birth is 01/24/1989.

Speaker speaker\_1: Okay. Um, did you move recently by any chance?

Speaker speaker\_2: A while ago, about a year ago.

Speaker speaker\_1: Do you remember the previous address? 'Cause we may have the old one. If you don't remember-

Speaker speaker\_2: Yeah, I do. I do.

Speaker speaker\_1: Oh, okay. What is it?

Speaker speaker\_2: No, I do. I do. That'd be, uh, that'd be 1111 Swope Avenue.

Speaker speaker\_1: And then what city and state?

Speaker speaker\_2: That's gonna be Colorado Springs, Colorado.

Speaker speaker\_1: Okay, thank you. And then do you want me to go ahead and update that for you?

Speaker speaker\_2: If you may.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I'll log into my company's portal where I should go through and make sure I have it updated there 'cause maybe I didn't update it.

Speaker speaker\_1: Um, what is that new address again?

Speaker speaker\_2: That is 827 East High Street, and that's also in Colorado Springs, Colorado.

Speaker speaker\_1: Okay. You said "high" like H-E-I-G-H-T?

Speaker speaker\_2: Uh, no, high as in H-I-G-H.

Speaker speaker\_1: Oh, okay. Okay.

Speaker speaker\_2: Like a h- like a high shelf.

Speaker speaker\_1: Okay. And then is the ZIP code different?

Speaker speaker\_2: It is. It is, uh, 80903.

Speaker speaker\_1: Okay, thank you. Is your phone number still the same, 719-499-6246?

Speaker speaker\_2: Yep.

Speaker speaker\_1: And then I have your first name, period, middle initial, period, last name@gmail.com. Is that up to date?

Speaker speaker\_2: Love it. Yep. Yep, that's right.

Speaker speaker\_1: And then by any chance did you know what you wanna enroll into already? It looks like your last day to enroll is tomorrow.

Speaker speaker\_2: Um, yeah, I do. I do. I just pretty much, um, whatever's gonna cost me the most.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Um, that's what-

Speaker speaker\_1: Did you want me to go over the plans?

Speaker speaker\_2: So, what, what I need, what my family's needs are, is my wife, um, needs to be able to talk to her, her, uh, medication specialist for her meds. Um, she takes meds for, uh, her, her health, and she goes to see a doctor, a therapist, um, approximately every two to three months. So we just need to make sure that we have coverage for, um, uh, just checkups for, for her mental health, um, and then making sure that... 'Cause we have a little one. He's, he's, uh, he's 10, and just like kids get hurt, kids get sick. I need to make sure that when I go in that they're not gonna be like, "Oh, yeah, here you go." Like, I would rather pay higher monthly and a lower deductible.

Speaker speaker\_1: Okay. So if you want, I can go over the plans that they have. They only really offer three different medical plans. So if you want, I can go over the plans.

Speaker speaker\_2: Yeah, give me the regular, the, and then a Enhanced or whatever.

Speaker speaker\_1: Yeah. Your Enhanced would be the one that would cover... So they all have, um, prescription benefits. Even the Stay Healthy, which is only the preventative one now and it offers prescription benefits as well, as well as your Enhanced plan. So the three of them offer, like, prescription benefits. But if you want, I can go over the plans real quick.

Speaker speaker\_2: Yeah, what's your-

Speaker speaker\_1: Just so that you're sure what you wanna enroll into. But if you're looking to be covered at a greater dollar amount when it comes towards the flat fees, that would be your Ensure Plus Enhanced. The Ensure Plus and the Ensure Plus Enhanced are kind of similar. The main difference is in four areas, which would be your daily hospital confinement. The Ensure Plus only covers \$50 per day, while your Ensure Plus Enhanced will cover \$100 per day. For intensive care, the Ensure Plus covers \$200 per day, while your Ensure Plus Enhanced will cover \$400 per day. For annual first occurrence in hospital, the Ensure Plus covers 500, while your Ensure Plus Enhanced will cover 1,500. For surgical, the Ensure Plus would cover up to 1,000 based on surgical schedule, and then your Ensure Plus Enhanced will cover up to 2,000 based on surgical schedule. Everything after that stays the exact same. So only in four areas-

Speaker speaker\_2: I think that-

Speaker speaker\_1: ... um, the differences really come.

Speaker speaker\_2: Um, yeah, I'll be, uh... I was looking at the thing. So I have a family, and, uh, what would be my monthly-

Speaker speaker\_1: Deduction?

Speaker speaker\_2: ... um, rate. Yeah, deduction for, uh, for family on the Enhanced.

Speaker speaker\_1: So monthly, I'm not really sure, but I know weekly, for family, the family plan, it would be \$54.30. That's for the Enhanced.

Speaker speaker\_2: Yeah, I was looking at that. Yeah, I just thought that was a little bit low. It just seems like, uh, usually insurance costs a lot more than that.

Speaker speaker\_1: Well, they're not... They don't offer n- um, a major medical plan, but that one's just \$54.30. And then your Ensure Plus for family would be \$37.64. And then-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... of course they also offer your additional benefits, which are dental, term life, vision and short term. And those have their separate deductions as well.

Speaker speaker\_2: Yeah, I see, I see those, uh, down below. Um, yeah. You know, I'm gonna go with the Enhance Plus or-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... uh, Plus Enhance. Sorry.

Speaker speaker\_1: Okay, you're fine. For family?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then did you want to add, um, that leaves you with dental, short term, term life, vision, and then your preventative plan, which is the one that would cover like one physical visit a year, some vaccinations, some STD and cancer screening and even some counseling. So the one that you selected only covers your actual hospital indemnity services, which means, like, your doctor visits if you get sick, hospital visits, urgent care, emergency room and surgeries. But the Enhance-

Speaker speaker\_2: Right.

Speaker speaker\_1: ... does not cover your preventative, which would be like your check-ups.

Speaker speaker\_2: All right. And that's, that's, uh... Basically that's added on or...

Speaker speaker\_1: Correct. Yes, sir. That would have to be added on. So that would be the MEC TeleRx, the one that actually covers like one physical visit a year, the, some vaccinations, some STD and cancer screening, and even some counselings. But the MEC doesn't cover what your Enhance does, so that's why you're allowed to add that as well.

Speaker speaker\_2: Oh, okay. Okay.

Speaker speaker\_1: But, but it's-

Speaker speaker\_2: Awesome.

Speaker speaker\_1: ... your choice.

Speaker speaker\_2: Yeah. I do want to add that and I want to get the dental and vision as well. I don't know-

Speaker speaker\_1: And did you want to-

Speaker speaker\_2: ... uh, why didn't you run it through my... What?

Speaker speaker\_1: I was gonna ask you, did you want to do all, like, under the family plan?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So I have the MEC, which is your preventative for \$23.54 for family. Then, did you want to do family for dental as well?

Speaker speaker\_2: Yes, please.

Speaker speaker\_1: For f- And that's \$14.49. With your dental plan, a preventative visit is covered at 100%. Anything basic, like if you gotta go in for your, a cleaning, that's covered at 80%. Basic restorative, so if they find a cavity and they gotta fill that, that's covered at 80%. X-rays that they may take is covered at 80%. You have an annual maximum of \$500 and with the dental plan, you would have to give a one-time deductible. For the family plan, it's of \$150.

Speaker speaker\_2: Oh, that's, that's, that's great. I'm paying everything out of pocket right now anyways, so.

Speaker speaker\_1: Oh, okay. And then you said that you weren't interested in term life, right? Because you did it through somebody else?

Speaker speaker\_2: Yes, I was, I went through, uh, um, uh, I went through Fidelity on that one.

Speaker speaker\_1: Okay. And then that leaves vision and short term. Were you looking into any of those two or just the three-

Speaker speaker\_2: Yes.

Speaker speaker\_1: ... that you selected?

Speaker speaker\_2: Th- That's, uh, short term disability.

Speaker speaker\_1: Okay. So that one, would you like to do, uh, under the family plan as... I'm sorry, no. That one's only for employees, um, and-

Speaker speaker\_2: Yeah, yeah. I'm good on that.

Speaker speaker\_1: ... you have to be active working 20 hours or more per week, okay? Uh, for that one-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... there's a elimination period of seven days. So that means that the first seven days they don't pay them, but after that, the benefit period would be, uh, 90 days and the benefit amount is \$650 per month. And for employee, that would be a weekly deduction of \$3.95. Then that just leaves vision. Were you looking into vision or you weren't interested in vision?



Speaker speaker\_2: I do need vision, please.

Speaker speaker\_1: Okay. Did you want to do with family or did you just want to do with employee?

Speaker speaker\_2: Uh, I'm gonna do family. Uh, the three of us wear glasses.

Speaker speaker\_1: Okay. So, so far I have the Ensure Plus Enhanced for \$54.30 for employee and family. Dental for employee and family for \$14.49. Short term for employee for \$3.95. Vision for employee and family for \$7.62. And then your MEC TeleRx, which is your preventative plan, for \$23.54 for employee and family. That would be a weekly deduction of \$103.90.

Speaker speaker\_2: That sounds right. That's sounds better. Yep.

Speaker speaker\_1: Okay. Do you allow OptumWorks Global to make these weekly deductions for these selected plans?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Please allow one or two weeks for your employer to start making that deduction. Once you see the very first deduction of the \$103.90 come out of your paycheck, the following Monday of that very first deduction is when you have active coverage. And then by that Thursday or Friday, you should be getting three cards. You're gonna get your dental card first, vision and then your MEC, which is your preventative. And for your medical plan, which is your Ensure Plus Enhanced, they normally don't send that one out. But if you do want a physical one, that Monday that you have active coverage, you're welcome to give this phone number a call and request it. But you would have to be active for me to request it.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, and I was gonna let you know that I also need your, um, your wife's information and then your kids'. So if you want, we can start with your wife. What's her first and last name?

Speaker speaker\_2: The... Do you need Social Security numbers, because if you do, I need to go run and grab those cards.

Speaker speaker\_1: Yes, we do. Um, but if you don't have it-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... now, you're always welcome to give us a call back. But I can wait as well.

Speaker speaker\_2: Yeah, let me go get... I'm just in the next room. I'll be right back. Thank you.

Speaker speaker\_1: Okay, that's fine.

Speaker speaker\_2: I am ready to start off with my life.

Speaker speaker\_1: Okay. What's her first and last name?

Speaker speaker\_2: Her first name is Logan.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And her last name is Adams.

Speaker speaker\_1: Okay. And then what's her Social?

Speaker speaker\_2: That is 520-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... 33... I can't tell what the... That's a five. 357698.

Speaker speaker\_1: Thank you. And then what's her birthday?

Speaker speaker\_2: Her birthday is 08/21/96.

Speaker speaker\_1: Thank you. All right, and then I'm ready for the child.

Speaker speaker\_2: All right, so we're going to go ahead and do my youngest one first because my teenager's grabbing social for his, uh, his mom.

Speaker speaker\_1: Sure.

Speaker speaker\_2: So the little one, his full name is Zaiden Lee Contreras. It's Z-A-I-D-E-N.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: And then last name's Contreras. And then let me know when you're ready for the...

Speaker speaker\_1: Ooh, spell that last name and make sure I got that right. Oh, wait, that's yours.

Speaker speaker\_2: Uh, that is-

Speaker speaker\_1: I'm sorry.

Speaker speaker\_2: Yeah, it's the same as mine now, Charlie, Oscar, November.

Speaker speaker\_1: And then I'm ready for that Social.

Speaker speaker\_2: All right, that's, uh, 773-21-9063.

Speaker speaker\_1: Thank you. And then this is a male, right?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And then the birthday.

Speaker speaker\_2: His birthday is 4/26/2014.

Speaker speaker\_1: Okay, and then I'm ready for the second child.

Speaker speaker\_2: Um, I'm going to have to come back on the, uh, Social Security number because he's getting it from his mom right now. Um, but his name is, uh, Ivan.

Speaker speaker\_1: Okay.

Speaker speaker\_2: His last name is same as mine, Contreras.

Speaker speaker\_1: Mm-hmm. And then for now we can put zeroes in. You're always welcome to call back.

Speaker speaker\_2: All right. And then his birthday is, uh, 03/18/2008.

Speaker speaker\_1: Yeah. All right. Is there another child?

Speaker speaker\_2: Not yet.

Speaker speaker\_1: No? Okay.

Speaker speaker\_2: Not yet.

Speaker speaker\_1: Nope. Well, great.

Speaker speaker\_2: I'll, I'll be calling part of that one back later, um, in about, hopefully like, uh, March or so is what we're shooting for to go ahead and, uh-

Speaker speaker\_1: Okay, yep.

Speaker speaker\_2: ... start that process.

Speaker speaker\_1: All right, that's fine. Um, and then you're always welcome to give us a call whenever you have the other child's Social, and then we'll be glad to add it. Did you have any questions though?

Speaker speaker\_2: No, no, thank you. I, I read through the, the sheet that work gave me and everything and, and, uh, uh, everything looks like to be exactly where, where I need it to be for my family right now, so.

Speaker speaker\_1: Okay. All right, so now you really just have to wait for them to start doing the, the weekly deductions. Once you see that very first deduction, the following Monday is when you finally have active coverage. And you're welcome to give us a call that first Monday of your active coverage so that we can order your, um, medical card.

Speaker speaker\_2: Awesome.

Speaker speaker\_1: All right. Well, I-

Speaker speaker\_2: Will the, will the medical c- card be, uh, will the medical card be available online through, like a, like a portal of some sort to-

Speaker speaker\_1: So once you have active coverage, you're welcome to give us a call and we can actually send it to you via email once it's available.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And we'll save you-

Speaker speaker\_2: Okay, cool.

Speaker speaker\_1: ...out of that if for some reason you have, like, a doctor's appointment before you actually get the cards. If you're active, we can check to see if they're available, and we'll be happy to send them. And then all that information regarding the carrier, uh, contact numbers for the providers, the pharmacy information, all of that will be in that email as well.

Speaker speaker\_2: Okay, cool.

Speaker speaker\_1: Okay. So now we really just have to-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... wait for them to start doing the deductions.

Speaker speaker\_2: Sweet. That's okay with me.

Speaker speaker\_1: All right.

Speaker speaker\_2: We got time.

Speaker speaker\_1: Well, thank you for your time. I hope you have a great day today.

Speaker speaker\_2: Yeah. Thank you so much. This was very awesome, very painless. Thank you for your time.

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

Speaker speaker\_2: Bye.