

## **Transcript: Estefania**

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### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, this is Nicholas Ratley. I'm here to activate my, uh, insurance card. Okay. What staffing agency do you work for? Uh, DTC. Is that the staffing agency? Yeah. DTC Workforce. Okay. Is it Focus Workforce Management? Yeah. Okay. And then, what is the last four of your Social? 8258. For security purposes, can you verify your address and date of birth? 509 Oak Street, May 3rd, 2005. Okay. And then, um, what was that city and state? Uh, Lisbon, North Dakota. Okay. Thank you. Okay, and then, um, I have 701-680-5323 as your phone number. Yep. Okay. All right. Okay. So, it looks like you have no selected plans yet. Did you know what you wanted to be enrolled into? I don't know. I just... They said, uh, they'll give me, like, a card or something, so. Okay, so let's see. Let me see if they have any type of auto-enrollment because they typically give you 30 days from the day that you receive your first check to be eligible to enroll into the healthcare benefits that they offer. Depending on how many plans you select, which ones they are has a lot to do with how much your weekly deduction is from your paycheck for the selected plans. So, it looks like your last day to enroll into the benefits would be Friday if you aren't interested. Um, let me see if they do any type of auto-enrollment. So, they don't automatically enroll their members into any of the plans, so if you don't enroll, um, through me or whenever, or if you don't call to enroll in general by Friday, you won't be enrolled into anything. So, if you want, I can go ahead and email you the benefit guide to your email file. And that benefit guide has all the plans that they offer with the prices to those plans. And if you need help, I can go over the plans with you as well. Is that a good email address? How's the plan- It's your last name- How's the plan- ... your first name- ... like, what is it? ... T1@juma.com. Uh. ... not today? Can I call you back? Hello? Hi, uh, can I call you back? I'm, uh, on the way up right now. Hello? Hello?

### **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: Uh, this is Nicholas Ratley. I'm here to activate my, uh, insurance card.

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

Speaker speaker\_1: Uh, DTC.

Speaker speaker\_0: Is that the staffing agency?

Speaker speaker\_1: Yeah. DTC Workforce.

Speaker speaker\_0: Okay. Is it Focus Workforce Management?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. And then, what is the last four of your Social?

Speaker speaker\_1: 8258.

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

Speaker speaker\_1: 509 Oak Street, May 3rd, 2005.

Speaker speaker\_0: Okay. And then, um, what was that city and state?

Speaker speaker\_1: Uh, Lisbon, North Dakota.

Speaker speaker\_0: Okay. Thank you. Okay, and then, um, I have 701-680-5323 as your phone number.

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. All right. Okay. So, it looks like you have no selected plans yet. Did you know what you wanted to be enrolled into?

Speaker speaker\_1: I don't know. I just... They said, uh, they'll give me, like, a card or something, so.

Speaker speaker\_0: Okay, so let's see. Let me see if they have any type of auto-enrollment because they typically give you 30 days from the day that you receive your first check to be eligible to enroll into the healthcare benefits that they offer. Depending on how many plans you select, which ones they are has a lot to do with how much your weekly deduction is from your paycheck for the selected plans. So, it looks like your last day to enroll into the benefits would be Friday if you aren't interested. Um, let me see if they do any type of auto-enrollment. So, they don't automatically enroll their members into any of the plans, so if you don't enroll, um, through me or whenever, or if you don't call to enroll in general by Friday, you won't be enrolled into anything. So, if you want, I can go ahead and email you the benefit guide to your email file. And that benefit guide has all the plans that they offer with the prices to those plans. And if you need help, I can go over the plans with you as well. Is that a good email address?

Speaker speaker\_1: How's the plan-

Speaker speaker\_0: It's your last name-

Speaker speaker\_1: How's the plan-

Speaker speaker\_0: ... your first name-

Speaker speaker\_1: ... like, what is it?

Speaker speaker\_0: ... T1@juma.com.

Speaker speaker\_1: Uh.

Speaker speaker\_0: ... not today?

Speaker speaker\_1: Can I call you back?

Speaker speaker\_0: Hello?

Speaker speaker\_1: Hi, uh, can I call you back? I'm, uh, on the way up right now.

Speaker speaker\_0: Hello? Hello?