

## **Transcript: Estefania**

**Acevedo-5188023482368000-6186341561843712**

### **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? Uh, I was calling because I had, um, received a text message saying h- "Enroll," and something for my pay check, so... Okay, yeah. So we're the healthcare administrators for Staffing Agencies. If you currently are working with a staffing agency, most likely, you're within your open enrollment period... Yes. ... meaning you qualify to be eligible to enroll into any healthcare benefits that they offer, such as, like, dental, vision, a preventative plan. It just, they offer different plans. Depending on how many you were to select, as well as if you select dependents with these plans have a lot to do with how much the weekly deductions are for these plans. Um, what's the staffing agency that you're working with? Uh, Partners Personnel. Okay. So, Partners Personnel, they don't auto-enroll their members into any of the plans, so it's completely optional if you want to enroll or not. But that is a reminder letting you know that 30 days from the day that you receive your first check to enroll into any healthcare benefits, if you do decide to enroll. Okay. Yes, sir. All right. I was just- Were you wanting to enroll? No. Okay. So then that messages, 'cause they're going to be sending them as friendly reminders. Okay. Yes, sir. Well, thank you for your time. I hope you have a great day. All right, you too. Bye-bye. Okay.

### **Conversation Format**

Speaker speaker\_0: 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?

Speaker speaker\_1: Uh, I was calling because I had, um, received a text message saying h- "Enroll," and something for my pay check, so...

Speaker speaker\_0: Okay, yeah. So we're the healthcare administrators for Staffing Agencies. If you currently are working with a staffing agency, most likely, you're within your open enrollment period...

Speaker speaker\_1: Yes.

Speaker speaker\_0: ... meaning you qualify to be eligible to enroll into any healthcare benefits that they offer, such as, like, dental, vision, a preventative plan. It just, they offer different plans. Depending on how many you were to select, as well as if you select dependents with these plans have a lot to do with how much the weekly deductions are for these plans. Um, what's the staffing agency that you're working with?

Speaker speaker\_1: Uh, Partners Personnel.

Speaker speaker\_0: Okay. So, Partners Personnel, they don't auto-enroll their members into any of the plans, so it's completely optional if you want to enroll or not. But that is a reminder letting you know that 30 days from the day that you receive your first check to enroll into any healthcare benefits, if you do decide to enroll.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: All right. I was just-

Speaker speaker\_0: Were you wanting to enroll?

Speaker speaker\_1: No.

Speaker speaker\_0: Okay. So then that messages, 'cause they're going to be sending them as friendly reminders.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Yes, sir. Well, thank you for your time. I hope you have a great day.

Speaker speaker\_1: All right, you too. Bye-bye.

Speaker speaker\_0: Okay.