

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? Good morning. This is Juanita. I received your text. Hey, good morning. Um, what did your text message say? I'm sorry. Um, "For HCC ... your job with HCC, you have 30 days from your first paycheck to enroll for a benefits card." Okay. You recently started working with HCC Healthcare? Yes. Okay. So, that message is letting you know that you have 30 days from the day that you received your first check to enroll into any healthcare benefits that HCC Healthcare has to offer. So, things like a dental plan, vision plan, a preventative plan, hospital indemnity plans. Depending on how many you were to select, which ones they are, and if you add dependents has a lot to do with how much the weekly deductions are from your paycheck for those selected plans. So, you will be getting reminders letting you know that right as you're within your personal open enrollment period to enroll into any healthcare benefits that they offer. It's something totally completely optional, and they don't auto-enroll their members into any of the plans. So, if you're not interested you could just ignore those messages. But if you are, this would be the time to do it, 'cause they do only give you 30 days from the day that you receive your first check to enroll or within company open enrollment. Hello? Hello? Yes, ma'am. Um, so it's technically, uh, telling you that you have 30 days from the day that you received your first check to enroll into healthcare benefits if it's something that you wanna do. It's not mandatory. It's something completely optional. Um, the only times you would be able to enroll into benefits would be within the first 30 days of receiving your first check or within company open enrollment period, which for HCC Healthcare is in the month of December. 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: Good morning. This is Juanita. I received your text.

Speaker speaker_0: Hey, good morning. Um, what did your text message say? I'm sorry.

Speaker speaker_1: Um, "For HCC ... your job with HCC, you have 30 days from your first paycheck to enroll for a benefits card."

Speaker speaker_0: Okay. You recently started working with HCC Healthcare?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, that message is letting you know that you have 30 days from the day that you received your first check to enroll into any healthcare benefits that HCC Healthcare has to offer. So, things like a dental plan, vision plan, a preventative plan, hospital indemnity plans. Depending on how many you were to select, which ones they are, and if you add dependents has a lot to do with how much the weekly deductions are from your paycheck for those selected plans. So, you will be getting reminders letting you know that right as you're within your personal open enrollment period to enroll into any healthcare benefits that they offer. It's something totally completely optional, and they don't auto-enroll their members into any of the plans. So, if you're not interested you could just ignore those messages. But if you are, this would be the time to do it, 'cause they do only give you 30 days from the day that you receive your first check to enroll or within company open enrollment. Hello?

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, ma'am. Um, so it's technically, uh, telling you that you have 30 days from the day that you received your first check to enroll into healthcare benefits if it's something that you wanna do. It's not mandatory. It's something completely optional. Um, the only times you would be able to enroll into benefits would be within the first 30 days of receiving your first check or within company open enrollment period, which for HCC Healthcare is in the month of December.

Speaker speaker_1: Okay.