

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? Um, well, I don't know. I'm just, uh, I'm a new employee with AccuForce and I got this text- I'm sorry, can you hear me? ... on my phone. Yes. Can, can you hear me? Okay. Now I can. I'm sorry for that. How can I help you? Um, well, I, like I said, uh, um, I'm, I'm a new employee to AccuForce and, uh, I, I got, I received this text message and I was just calling to see what it, what it is. Okay. What does the text message say? Um, hang on a second. I gotta go back. It says, "Welcome to AccuForce. Call Benefits in a Card to enroll in health benefits before enrollment window ends." Okay. Yeah. So, um, we're the healthcare administrators for, for that staffing agency. Um, you do have 30 days from the day that you receive your first check to be eligible to enroll into their healthcare benefits. Depending on how many plans you select, which ones they are, and if you- ... if you include dependents has a lot to do with how much your weekly deduction is for the selected plans from your paycheck. Um, they don't automatically enroll you into any of the plans, so if you're not interested, I wouldn't have to do anything. But if you are interested, they do only give you 30 days from the day that you receive your first check to be eligible to enroll or within company open enrollment, which I can check to see what month that falls into. Okay. Well, I guess first off, how many, how much does it cost? So we do a-... We do administrate different agencies and different agencies offer different prices. Um, so I do have to get in your file to see what, um, retail we charge you for. All right. You said AccuForce? I just need the last four of your Social. 6286. And your first and last name? Charles Whitson. That last name- For security purposes, um, for security purposes- W-H-I-T-S-O-N. Yes, sir. For security purposes, can you verify your address and date of birth? Um, 166 Stockyard Road, Telford, Tennessee 37690. And what would you say my date of birth? Yes. 03/07/78. Okay, so it looks like if you do wanna enroll, your last day to do so would be the April the 25th. So you still have a few days, but if you do wanna enroll, your deadline date is the 26th. And if you want, I can go ahead and email you the benefit guide to your email file. That benefit guide has all the plans that they offer with the prices to those plans. Um, and if you want, I can go over the plans with you as well. Um, no, you can just email them to me. Okay. Just keep in mind that you have till the 25th of April to enroll. Okay? Um, give me one second. Let me email that to your email real quick. Okay. Okay. I went ahead and emailed that to your email. Do you mind verifying that you received it? It should come from an email that says info@benefitsinacard.com. Let me look right now, see. Hmm. Yeah. Benefits guide. Let's see. Benefit- benefits guide? Yes, sir. That- Oh, yeah. Yeah. I see. ... is the guide. It shows you all the plans that they offer with the prices to those plans. Um, and then just keep in mind, you have till the 25th of April if you do wanna enroll. After the 25th, you would have to wait till the month of December to enroll if you miss the 30-day window, um, because that's when they're back within company open enrollment. And if you have any questions, you're

welcome to contact us and we'll be happy to explain the, the plans to you. And we're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time. All right. Sounds good. Um- All right. Have a nice day. You as well. Bye-bye.

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: Um, well, I don't know. I'm just, uh, I'm a new employee with AccuForce and I got this text-

Speaker speaker_0: I'm sorry, can you hear me?

Speaker speaker_1: ... on my phone. Yes. Can, can you hear me?

Speaker speaker_0: Okay. Now I can. I'm sorry for that. How can I help you?

Speaker speaker_1: Um, well, I, like I said, uh, um, I'm, I'm a new employee to AccuForce and, uh, I, I got, I received this text message and I was just calling to see what it, what it is.

Speaker speaker_0: Okay. What does the text message say?

Speaker speaker_1: Um, hang on a second. I gotta go back. It says, "Welcome to AccuForce. Call Benefits in a Card to enroll in health benefits before enrollment window ends."

Speaker speaker_0: Okay. Yeah. So, um, we're the healthcare administrators for, for that staffing agency. Um, you do have 30 days from the day that you receive your first check to be eligible to enroll into their healthcare benefits. Depending on how many plans you select, which ones they are, and if you- ... if you include dependents has a lot to do with how much your weekly deduction is for the selected plans from your paycheck. Um, they don't automatically enroll you into any of the plans, so if you're not interested, I wouldn't have to do anything. But if you are interested, they do only give you 30 days from the day that you receive your first check to be eligible to enroll or within company open enrollment, which I can check to see what month that falls into.

Speaker speaker_1: Okay. Well, I guess first off, how many, how much does it cost?

Speaker speaker_0: So we do a-... We do administrate different agencies and different agencies offer different prices. Um, so I do have to get in your file to see what, um, retail we charge you for.

Speaker speaker_1: All right.

Speaker speaker_0: You said AccuForce? I just need the last four of your Social.

Speaker speaker_1: 6286.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Charles Whitson. That last name-

Speaker speaker_0: For security purposes, um, for security purpos-

Speaker speaker_1: W-H-I-T-S-O-N.

Speaker speaker_0: Yes, sir. For security purposes, can you verify your address and date of birth?

Speaker speaker_1: Um, 166 Stockyard Road, Telford, Tennessee 37690. And what would you say my date of birth?

Speaker speaker_0: Yes.

Speaker speaker_1: 03/07/78.

Speaker speaker_0: Okay, so it looks like if you do wanna enroll, your last day to do so would be the April the 25th. So you still have a few days, but if you do wanna enroll, your deadline date is the 26th. And if you want, I can go ahead and email you the benefit guide to your email file. That benefit guide has all the plans that they offer with the prices to those plans. Um, and if you want, I can go over the plans with you as well.

Speaker speaker_1: Um, no, you can just email them to me.

Speaker speaker_0: Okay. Just keep in mind that you have till the 25th of April to enroll. Okay? Um, give me one second. Let me email that to your email real quick.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. I went ahead and emailed that to your email. Do you mind verifying that you received it? It should come from an email that says info@benefitsinacard.com.

Speaker speaker_1: Let me look right now, see. Hmm. Yeah. Benefits guide. Let's see. Benefit- benefits guide?

Speaker speaker_0: Yes, sir. That-

Speaker speaker_1: Oh, yeah. Yeah. I see.

Speaker speaker_0: ... is the guide. It shows you all the plans that they offer with the prices to those plans. Um, and then just keep in mind, you have till the 25th of April if you do wanna enroll. After the 25th, you would have to wait till the month of December to enroll if you miss the 30-day window, um, because that's when they're back within company open enrollment. And if you have any questions, you're welcome to contact us and we'll be happy to explain the, the plans to you. And we're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time.

Speaker speaker_1: All right. Sounds good. Um-

Speaker speaker_0: All right. Have a nice day.

Speaker speaker_1: You as well. Bye-bye.