

Transcript: Estefania

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Full Transcript

Uh, thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hello. Hey, how you doing, Miss Stephanie? Hey. Good. How can I help you? I, uh, this is Jerome Baker. I was trying to get my, um, my ID number, group number. You know all the numbers I need? Okay. Yeah. So you just wanted your card? Yeah, ma'am. Okay. Um, what staffing agency are you working with? Surge. And then what is the last four of your Social? 1556. And what was your first and last name? Uh, Jerome Baker. For security purposes, could you please verify your address and date of birth? 511 William Street in 08/12/2003. And what was that city and state? Still Al- Alabama. And then I have 334-874-8176 as your phone number. Yeah, ma'am. And your first- Well, you can change that, but I got... That, that's my gran- that's my grandmother house phone, you know. That's what I was using for my personal phone, you know. But I got a new phone- Oh, okay. ... so you can, uh, change that so the number *****. Is it the... Okay. Is it the one that you're calling from? Yeah, ma'am. Okay. Gotcha. All right. And then do you want me to add your grandma's phone number as a secondary or do you want me to take that one off? Yeah, ma'am. You should keep it for a second. Okay. And then I have your first and last name, the number 13@icloud.com. Is that a good email to send you those cards to? Yeah, ma'am. Okay. Give me one second. Oh, so actually, I'm looking right now and you actually don't have any active coverage. Um, were you looking into enrolling? Yeah, ma'am. I thought I already had been enrolled when I, uh, first started work. So you did have coverage back in 2023, but it ended abruptly? Yeah. Because they had, uh... 'Cause I know they, they, they had gave us a paper to fill out that, uh, all the, you know, the different things that we want in there. I only get health coverage, but I'm, I could enroll in that, uh, right now. How much is it? Um, it just depends on which plan you select. Um, I would have to do a eligibility review to see if you qualify for the benefits. Uh, did you want me to go ahead and do that? Most likely they'll let me know either today or in 24 hours if you're eligible to enroll or not. Yeah, ma'am. Because I was trying to, uh, get my medicine from the drug store. Okay. Okay, yeah. And then if you want, while we wait on that eligibility review from the main office, I can go ahead and send you the benefit guide that has all the plans that they offer with the prices to those plans, just in case you are eligible. So if you are eligible for enrollment, um, we'll go ahead and do that enrollment. But I would have to send that eligibility review first. All right. You send it to me. Okay. Give me one second. I'll go ahead and email that to you. Okay, sir. I went ahead and emailed that e- that benefit guide to you. Do you mind double-checking just to make sure that you did receive it? Yeah, ma'am. It's in your mail. And then I was also gonna let you know that if you are eligible and do enroll, um, normally you do have to allow one or two weeks for your staffing agency to start making that first deduction. Once you see that very first deduction from your paycheck, depending on- Yeah, ma'am. ... however the total of the plans are, once you see that very first deduction, the

following Monday is when the plans become active. So they don't become active right away. Okay? Um, but I'm gonna go ahead and send that eligibility review to the main office to see if you're eligible. And if you are, I'll be giving you a call to let you know and then we can start the enrollment process. Um, did you end up receiving the email that I sent you? Yeah, ma'am. Uh, I got it. It's the Benefit Guide. Okay. So that's the guide that has all the plans that they offer with the prices to those plans. So, I guess while we wait on the age disability review, you're welcome to look over it and then once I call you to let you know, you can let me know which one you want to enroll into. And if you have any questions, I'll be happy to answer them. Yeah, ma'am. All right. Is that a good number? Uh. The 334-349-1754? Yeah, ma'am. All right. Do you have any questions? Okay. So that's the... Uh, okay, I see the, uh, Plan Benefits, Family Addition to Benefit Option. Okay, so, uh, which one I'm looking for? I'm sorry? Uh, I'm sayin', I'm sayin' which benefit, which one... Okay, I see it right here, Cheaper Med Healthy & Wisest. So do you have that? So those are all the plans... So you would just have to look through the plans to see which one you're interested in. The employee, the one for the employee plan. Yeah. So, all of those you can choose to enroll with employee only or dependents. So those are all the plans that they offer. For all of those, you can enroll just for free. I want to do, uh, I want to do employee only. I want to do, uh... Yeah. So first I have to see if you're eligible, so I went ahead and emailed that to them. Yeah, ma'am. But I just wanted to send you that so that you can look through it while we wait to see if you're eligible or not. Yeah, ma'am. Okay. So I'll be giving you a call to let you know if you can enroll. Um, while they do that, I would be looking at that guide to see what you would want to enroll into. All right. So I get- Just in case you are eligible. I get to, uh, to pick any one of these benefits, like dental, vision? Correct, mm-hmm. Oh, I get... Okay. Depending on how many you get and which ones they are have a lot to do with how much the deduction on your check for those plans. Um, so you would just have to look through it, and then if you are eligible, I'll go over the plans with you if you still have questions. Um, but I went ahead and emailed that to them. So now I just have to wait to get a response. Yeah, ma'am. All right. Okay. So I'll be giving you a call. Thank you. All right, I'll be waiting on your call. Okay. Thank you. Have a nice day. You too.

Conversation Format

Speaker speaker_0: Uh, thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hello. Hey, how you doing, Miss Stephanie?

Speaker speaker_0: Hey. Good. How can I help you?

Speaker speaker_1: I, uh, this is Jerome Baker. I was trying to get my, um, my ID number, group number. You know all the numbers I need?

Speaker speaker_0: Okay. Yeah. So you just wanted your card?

Speaker speaker_1: Yeah, ma'am.

Speaker speaker_0: Okay. Um, what staffing agency are you working with?

Speaker speaker_1: Surge.

Speaker speaker_0: And then what is the last four of your Social?

Speaker speaker_1: 1556.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Uh, Jerome Baker.

Speaker speaker_0: For security purposes, could you please verify your address and date of birth?

Speaker speaker_1: 511 William Street in 08/12/2003.

Speaker speaker_0: And what was that city and state?

Speaker speaker_1: Still Al- Alabama.

Speaker speaker_0: And then I have 334-874-8176 as your phone number.

Speaker speaker_1: Yeah, ma'am.

Speaker speaker_0: And your first-

Speaker speaker_1: Well, you can change that, but I got... That, that's my gran- that's my grandmother house phone, you know. That's what I was using for my personal phone, you know. But I got a new phone-

Speaker speaker_0: Oh, okay.

Speaker speaker_1: ... so you can, uh, change that so the number *****.

Speaker speaker_0: Is it the... Okay. Is it the one that you're calling from?

Speaker speaker_1: Yeah, ma'am.

Speaker speaker_0: Okay. Gotcha. All right. And then do you want me to add your grandma's phone number as a secondary or do you want me to take that one off?

Speaker speaker_1: Yeah, ma'am. You should keep it for a second.

Speaker speaker_0: Okay. And then I have your first and last name, the number 13@icloud.com. Is that a good email to send you those cards to?

Speaker speaker_1: Yeah, ma'am.

Speaker speaker_0: Okay. Give me one second. Oh, so actually, I'm looking right now and you actually don't have any active coverage. Um, were you looking into enrolling?

Speaker speaker_1: Yeah, ma'am. I thought I already had been enrolled when I, uh, first started work.

Speaker speaker_0: So you did have coverage back in 2023, but it ended abruptly?

Speaker speaker_1: Yeah. Because they had, uh... 'Cause I know they, they, they had gave us a paper to fill out that, uh, all the, you know, the different things that we want in there. I only get health coverage, but I'm, I could enroll in that, uh, right now. How much is it?

Speaker speaker_0: Um, it just depends on which plan you select. Um, I would have to do a eligibility review to see if you qualify for the benefits. Uh, did you want me to go ahead and do that? Most likely they'll let me know either today or in 24 hours if you're eligible to enroll or not.

Speaker speaker_1: Yeah, ma'am. Because I was trying to, uh, get my medicine from the drug store.

Speaker speaker_0: Okay. Okay, yeah. And then if you want, while we wait on that eligibility review from the main office, I can go ahead and send you the benefit guide that has all the plans that they offer with the prices to those plans, just in case you are eligible. So if you are eligible for enrollment, um, we'll go ahead and do that enrollment. But I would have to send that eligibility review first.

Speaker speaker_1: All right. You send it to me.

Speaker speaker_0: Okay. Give me one second. I'll go ahead and email that to you. Okay, sir. I went ahead and emailed that e- that benefit guide to you. Do you mind double-checking just to make sure that you did receive it?

Speaker speaker_1: Yeah, ma'am. It's in your mail.

Speaker speaker_0: And then I was also gonna let you know that if you are eligible and do enroll, um, normally you do have to allow one or two weeks for your staffing agency to start making that first deduction. Once you see that very first deduction from your paycheck, depending on-

Speaker speaker_1: Yeah, ma'am.

Speaker speaker_0: ... however the total of the plans are, once you see that very first deduction, the following Monday is when the plans become active. So they don't become active right away. Okay? Um, but I'm gonna go ahead and send that eligibility review to the main office to see if you're eligible. And if you are, I'll be giving you a call to let you know and then we can start the enrollment process. Um, did you end up receiving the email that I sent you?

Speaker speaker_1: Yeah, ma'am. Uh, I got it. It's the Benefit Guide.

Speaker speaker_0: Okay. So that's the guide that has all the plans that they offer with the prices to those plans. So, I guess while we wait on the age disability review, you're welcome to look over it and then once I call you to let you know, you can let me know which one you want to enroll into. And if you have any questions, I'll be happy to answer them.

Speaker speaker_1: Yeah, ma'am.

Speaker speaker_0: All right. Is that a good number?

Speaker speaker_1: Uh.

Speaker speaker_0: The 334-349-1754?

Speaker speaker_1: Yeah, ma'am.

Speaker speaker_0: All right. Do you have any questions?

Speaker speaker_1: Okay. So that's the... Uh, okay, I see the, uh, Plan Benefits, Family Addition to Benefit Option. Okay, so, uh, which one I'm looking for?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Uh, I'm sayin', I'm sayin' which benefit, which one... Okay, I see it right here, Cheaper Med Healthy & Wisest. So do you have that?

Speaker speaker_0: So those are all the plans... So you would just have to look through the plans to see which one you're interested in.

Speaker speaker_1: The employee, the one for the employee plan.

Speaker speaker_0: Yeah. So, all of those you can choose to enroll with employee only or dependents. So those are all the plans that they offer. For all of those, you can enroll just for free.

Speaker speaker_1: I want to do, uh, I want to do employee only. I want to do, uh...

Speaker speaker_0: Yeah. So first I have to see if you're eligible, so I went ahead and emailed that to them.

Speaker speaker_1: Yeah, ma'am.

Speaker speaker_0: But I just wanted to send you that so that you can look through it while we wait to see if you're eligible or not.

Speaker speaker_1: Yeah, ma'am.

Speaker speaker_0: Okay. So I'll be giving you a call to let you know if you can enroll. Um, while they do that, I would be looking at that guide to see what you would want to enroll into.

Speaker speaker_1: All right. So I get-

Speaker speaker_0: Just in case you are eligible.

Speaker speaker_1: I get to, uh, to pick any one of these benefits, like dental, vision?

Speaker speaker_0: Correct, mm-hmm.

Speaker speaker_1: Oh, I get... Okay.

Speaker speaker_0: Depending on how many you get and which ones they are have a lot to do with how much the deduction on your check for those plans. Um, so you would just have to look through it, and then if you are eligible, I'll go over the plans with you if you still have questions. Um, but I went ahead and emailed that to them. So now I just have to wait to get a

response.

Speaker speaker_1: Yeah, ma'am.

Speaker speaker_0: All right.

Speaker speaker_1: Okay.

Speaker speaker_0: So I'll be giving you a call.

Speaker speaker_1: Thank you. All right, I'll be waiting on your call.

Speaker speaker_0: Okay. Thank you. Have a nice day.

Speaker speaker_1: You too.