

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? Yeah, I got a call from this number. Okay. Okay. So, we're the healthcare administrators for staffing agencies. Um, it probably has to do regarding your healthcare benefits. Are you currently working with a staffing agency? Um, yes, with, uh, DDSS. Oh, okay. Let me see. Let me see what your- And I'm currently with... They currently don't have anything for me at the moment, so I don't know. I can check- I don't know what it is. ... to see what it was regarding. Um, I just need the last four of your Social. 2144. Your phone sounds very fancy. And what's your first and last name? My first and last name is Jose De Jesus. And then can you verify your address and date of birth? Excuse me? Date of birth of February 1st, 1984. Uh-huh. Address 10S515 Ivy Lane, New Woodbrook, Illinois 60527. Okay, thank you, sir. And I have 30632 4830 as your phone number? Yes. Okay, so it looks like we were actually processing an enrollment form that you filled out on April the 22nd for Big GS. Um, we were calling because you selected to enroll into one of their healthcare benefits for family being \$6.99 weekly from your paycheck, being the virtual primary care plan. Um, but you also selected to decline the coverage. So, we're actually calling to see if you wanted to enroll or if you wanted to decline. Well, the reason why I declined it was because, like I said, currently I'm not employed. Yeah. Um, so I do not have a paycheck for you guys to take anything out. Mm-hmm. And I'm not paying for anything out of my pocket, so that's the reason why I declined after I enrolled. Okay. So if you want, at the time, I can leave it as declined, because since you didn't answer we did decline it for you. Um, so if you do want to enroll, if you do start working with them, just keep in mind they do give you 30 days from the time that you receive your first check to be able to call us to enroll into their benefits. So for now, I left it as declined, but just keep in mind that you can still enroll. They give you 30 days from the time that you receive your first check to be eligible to do so if you do decide to enroll with the staffing agency. Sounds good. All right. Well, thank you for your time. I hope you have a great day. Thank you for your time. I hope you have a wonderful day. Thank you. You're welcome. 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: Yeah, I got a call from this number.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay.

Speaker speaker_0: So, we're the healthcare administrators for staffing agencies. Um, it probably has to do regarding your healthcare benefits. Are you currently working with a staffing agency?

Speaker speaker_1: Um, yes, with, uh, DDSS.

Speaker speaker_0: Oh, okay. Let me see. Let me see what your-

Speaker speaker_1: And I'm currently with... They currently don't have anything for me at the moment, so I don't know.

Speaker speaker_0: I can check-

Speaker speaker_1: I don't know what it is.

Speaker speaker_0: ... to see what it was regarding. Um, I just need the last four of your Social.

Speaker speaker_1: 2144. Your phone sounds very fancy.

Speaker speaker_0: And what's your first and last name?

Speaker speaker_1: My first and last name is Jose De Jesus.

Speaker speaker_0: And then can you verify your address and date of birth?

Speaker speaker_1: Excuse me? Date of birth of February 1st, 1984.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: Address 10S515 Ivy Lane, New Woodbrook, Illinois 60527.

Speaker speaker_0: Okay, thank you, sir. And I have 30632 4830 as your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so it looks like we were actually processing an enrollment form that you filled out on April the 22nd for Big GS. Um, we were calling because you selected to enroll into one of their healthcare benefits for family being \$6.99 weekly from your paycheck, being the virtual primary care plan. Um, but you also selected to decline the coverage. So, we're actually calling to see if you wanted to enroll or if you wanted to decline.

Speaker speaker_1: Well, the reason why I declined it was because, like I said, currently I'm not employed.

Speaker speaker_0: Yeah.

Speaker speaker_1: Um, so I do not have a paycheck for you guys to take anything out.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And I'm not paying for anything out of my pocket, so that's the reason why I declined after I enrolled.

Speaker speaker_0: Okay. So if you want, at the time, I can leave it as declined, because since you didn't answer we did decline it for you. Um, so if you do want to enroll, if you do start working with them, just keep in mind they do give you 30 days from the time that you receive your first check to be able to call us to enroll into their benefits. So for now, I left it as declined, but just keep in mind that you can still enroll. They give you 30 days from the time that you receive your first check to be eligible to do so if you do decide to enroll with the staffing agency.

Speaker speaker_1: Sounds good.

Speaker speaker_0: All right. Well, thank you for your time. I hope you have a great day.

Speaker speaker_1: Thank you for your time. I hope you have a wonderful day.

Speaker speaker_0: Thank you.

Speaker speaker_1: You're welcome. Bye.