

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? Hi. Um, I received a text message from HSS about, um, Benefits in a Card. Do you mind telling me what that's for? Yes, sir. So we're the healthcare administrators for different staff and agencies. HS&S; is one of them. Um, so most likely if you received a text message, either you're within their company open enrollment period or within your personal open enrollment period and you're eligible to enroll into healthcare benefits. Um, to give you a little bit more information about the type of benefits that they offer, I would have to get in your file, due to the fact that we administrate different agencies around the Okay. ... nation. Different agencies have different prices and for their members. Um, would you like more information? Yeah, sure. Okay. Um, what is the last four of your Social? Uh, 6502. For security purposes, I do need you to verify your full address as well as your date of birth. Okay. It's, um, 1135, uh, East 74th Street, Cleveland, Ohio 44109. And my date of birth would be October 1st, 1991. Is your phone number still 216-307-1473? Yes. Can I have your first name, the letter D, and then your last name, 216@gmail.com. @gmail.com. Yes, that's correct. So if you want, I can go ahead and send you the PDF of all the plans that they offer, and that PDF has the prices of those plans as well. Would you like me to send that to your email? Yes. That will be fine. And then if you want, I can also go over the plans with you. Um, you can send it to my email. Okay. And then I was gonna let you know that it looks like you're actually within your personal open enrollment period. So what that means is you have 30 days from the day that you receive your very first check to enroll into healthcare benefits. Um, if you miss that period, you would have to wait for their company to be within company open enrollment, which I can also check to see when that is. Um, but it looks like your deadline to enroll, if you are interested in the benefits, it looks like it would be January the 15th. The 15th? Okay. Mm-hmm. So I'm gonna go ahead and send you that guide, just so that you can look over it. And these are weekly deductions from your paycheck, okay? Okay. And then... Yeah, I went ahead and sent it. It should be coming from an email that says info@benefitsinacard.com. Do you mind verifying that you received it? Um, would it be in my spam? Yes. I would check your spam and your junk, 'cause sometimes it sends it to either of those. Okay. Um, um... Okay, one second. Sure. Uh... Okay, yeah, I got it. All right. So that guide has all the plans that they offer, as well as their prices if you were to select dependents. Um, and like I said, you have until January to enroll. It looks like January 15 would be your last day. Okay. Thank you. You're welcome. Did you have any more questions? Um, no, not at this moment. But I definitely will, if I, um... If I do, I'll definitely give you a call. Okay. All right. Well, I hope you have a great day. Thank you. Hello? Yes, sir. Have a nice day. Okay. Thank you. You, too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi. Um, I received a text message from HSS about, um, Benefits in a Card. Do you mind telling me what that's for?

Speaker speaker_1: Yes, sir. So we're the healthcare administrators for different staff and agencies. HS&S; is one of them. Um, so most likely if you received a text message, either you're within their company open enrollment period or within your personal open enrollment period and you're eligible to enroll into healthcare benefits. Um, to give you a little bit more information about the type of benefits that they offer, I would have to get in your file, due to the fact that we administrate different agencies around the

Speaker speaker_3: Okay.

Speaker speaker_1: ... nation. Different agencies have different prices and for their members. Um, would you like more information?

Speaker speaker_3: Yeah, sure.

Speaker speaker_1: Okay. Um, what is the last four of your Social?

Speaker speaker_3: Uh, 6502.

Speaker speaker_1: For security purposes, I do need you to verify your full address as well as your date of birth.

Speaker speaker_2: Okay. It's, um, 1135, uh, East 74th Street, Cleveland, Ohio 44109. And my date of birth would be October 1st, 1991.

Speaker speaker_1: Is your phone number still 216-307-1473?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I have your first name, the letter D, and then your last name, 216@gmail.com.

Speaker speaker_2: @gmail.com. Yes, that's correct.

Speaker speaker_1: So if you want, I can go ahead and send you the PDF of all the plans that they offer, and that PDF has the prices of those plans as well. Would you like me to send that to your email?

Speaker speaker_2: Yes. That will be fine.

Speaker speaker_1: And then if you want, I can also go over the plans with you.

Speaker speaker_2: Um, you can send it to my email.

Speaker speaker_1: Okay. And then I was gonna let you know that it looks like you're actually within your personal open enrollment period. So what that means is you have 30 days from the day that you receive your very first check to enroll into healthcare benefits. Um, if you miss that period, you would have to wait for their company to be within company open enrollment, which I can also check to see when that is. Um, but it looks like your deadline to enroll, if you are interested in the benefits, it looks like it would be January the 15th.

Speaker speaker_2: The 15th? Okay.

Speaker speaker_1: Mm-hmm. So I'm gonna go ahead and send you that guide, just so that you can look over it. And these are weekly deductions from your paycheck, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: And then... Yeah, I went ahead and sent it. It should be coming from an email that says info@benefitsinacard.com. Do you mind verifying that you received it?

Speaker speaker_2: Um, would it be in my spam?

Speaker speaker_1: Yes. I would check your spam and your junk, 'cause sometimes it sends it to either of those.

Speaker speaker_2: Okay. Um, um... Okay, one second. Sure. Uh... Okay, yeah, I got it.

Speaker speaker_1: All right. So that guide has all the plans that they offer, as well as their prices if you were to select dependents. Um, and like I said, you have until January to enroll. It looks like January 15 would be your last day.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. Did you have any more questions?

Speaker speaker_2: Um, no, not at this moment. But I definitely will, if I, um... If I do, I'll definitely give you a call.

Speaker speaker_1: Okay. All right. Well, I hope you have a great day.

Speaker speaker_2: Thank you. Hello?

Speaker speaker_1: Yes, sir. Have a nice day.

Speaker speaker_2: Okay. Thank you. You, too.