

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? Hey, my name is Eric Cordero Hernandez. Um, how can I help you? Well, I, I, just sent me a text message today at 2:01, at 2:02 that Adopted HR open enrollment now. Called Benefit in a Card. Okay, yes. So we're the healthcare administrators for staff and agencies. If you've received that, most likely you're within your company open enrollment or your personal open enrollment period would make you qualified for healthcare benefits through the staff and agency that you work for, depending on how many plans you select, which ones they are. It has a lot to do with how much the weekly deductions are from your paycheck for those selected plans. Um, who do you work for? I work for a SHIP 8 from Adopted HR. Okay, give me one second. Let me see. So, um, Adapt HR doesn't auto-enroll their members into any of the plans, so it's not mandatory, but it is letting you know that you're within your enrollment period, which you could enroll into any healthcare benefits that they offer. Um, would you like to enroll? Uh, uh, I thought I had already enrolled when I, when I got the card, the Cardlight B. I can check. Um, what is the last four of your Social? 8038. And then your first and last name? My name is Eric Cordero Hernandez. Okay. For security purposes, could you verify your address and your date of birth for me? My address is 25 Somerset Townhouse, Statesboro, Georgia, 30458, and my date of birth is May 17, 1996. Okay, um, so it looks like we have a different address. Did you recently move? Oh, no. That thing is 16 Cypress Lake, Mobile Home. Can you give me the entire address? It's one, 16, one six, Cypress Lake Drive. Mm-hmm. And city and state. Mm-hmm. Statesboro, Georgia, 30458. Okay, thank you. Yeah, so we have that one. Do you want me to update it? Yeah, but can you update it to the new address? Yes. What's the new address? It's 25- Mm-hmm. ... Somerset Townhouse in Statesboro, Georgia, 30458. And the, is the state- the city the same? Yes, it is still the same. States- But what about the ZIP code? 30458. Okay, thank you. All right, and then I have 912-718-6429 as your phone number? Yes, ma'am. And then I have E-C-O-R-D-E-R-O 267 at gmail.com. Is that up-to-date? Yes, so that's up-to-date. That's correct. Okay. Um, so it looks like the reason why you got those messages is just to inform you that your company right now is wi- within their company open enrollment. So you do have active coverage 'cause I'm looking at your plan. It's just a reminder to let you know that right now they're within company open enrollment and all of their members get that text message since right now they're within their company open enrollment for, um, members to enroll into new plans or to add a different level. It's just reminders letting you know that your company is in their company open enrollment. It looks like it started December 23rd, and the last day is gonna be on the 28th of February. So it's just friendly reminders letting you know that company open enrollment is happening. So it tells me- That you have coverage. And do our licenses, I have a, like, a, a American permanent

license, like the cards. Mm-hmm. Does it expires, or no? No. No, ma'am. Okay, I'm just making sure. Yes, ma'am. Nope. The only time you would get a different card is if you were to add, like, a different, if you were to change the plan. Let's say you changed, like, the medical plan that you have, then you would need a new card, or if you add, like, a dependent. Okay. Yes, ma'am. But it looks like that text was just reminding you that right now the company's within company open enrollment. Um... Did you have any more questions? No, ma'am. All right. Well, I hope you have a great day. You too.

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: Hey, my name is Eric Cordero Hernandez.

Speaker speaker_0: Um, how can I help you?

Speaker speaker_1: Well, I, I, just sent me a text message today at 2:01, at 2:02 that Adopted HR open enrollment now. Called Benefit in a Card.

Speaker speaker_0: Okay, yes. So we're the healthcare administrators for staff and agencies. If you've received that, most likely you're within your company open enrollment or your personal open enrollment period would make you qualified for healthcare benefits through the staff and agency that you work for, depending on how many plans you select, which ones they are. It has a lot to do with how much the weekly deductions are from your paycheck for those selected plans. Um, who do you work for?

Speaker speaker_1: I work for a SHIP 8 from Adopted HR.

Speaker speaker_0: Okay, give me one second. Let me see. So, um, Adapt HR doesn't auto-enroll their members into any of the plans, so it's not mandatory, but it is letting you know that you're within your enrollment period, which you could enroll into any healthcare benefits that they offer. Um, would you like to enroll?

Speaker speaker_1: Uh, uh, I thought I had already enrolled when I, when I got the card, the Cardlight B.

Speaker speaker_0: I can check. Um, what is the last four of your Social?

Speaker speaker_1: 8038.

Speaker speaker_0: And then your first and last name?

Speaker speaker_1: My name is Eric Cordero Hernandez.

Speaker speaker_0: Okay. For security purposes, could you verify your address and your date of birth for me?

Speaker speaker_1: My address is 25 Somerset Townhouse, Statesboro, Georgia, 30458, and my date of birth is May 17, 1996.

Speaker speaker_0: Okay, um, so it looks like we have a different address. Did you recently move?

Speaker speaker_1: Oh, no. That thing is 16 Cypress Lake, Mobile Home.

Speaker speaker_0: Can you give me the entire address?

Speaker speaker_1: It's one, 16, one six, Cypress Lake Drive.

Speaker speaker_0: Mm-hmm. And city and state. Mm-hmm.

Speaker speaker_1: Statesboro, Georgia, 30458.

Speaker speaker_0: Okay, thank you. Yeah, so we have that one. Do you want me to update it?

Speaker speaker_1: Yeah, but can you update it to the new address?

Speaker speaker_0: Yes. What's the new address?

Speaker speaker_1: It's 25-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... Somerset Townhouse in Statesboro, Georgia, 30458.

Speaker speaker_0: And the, is the state- the city the same?

Speaker speaker_1: Yes, it is still the same. States-

Speaker speaker_0: But what about the ZIP code?

Speaker speaker_1: 30458.

Speaker speaker_0: Okay, thank you. All right, and then I have 912-718-6429 as your phone number?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then I have E-C-O-R-D-E-R-O 267 at gmail.com. Is that up-to-date?

Speaker speaker_1: Yes, so that's up-to-date. That's correct.

Speaker speaker_0: Okay. Um, so it looks like the reason why you got those messages is just to inform you that your company right now is wi- within their company open enrollment. So you do have active coverage 'cause I'm looking at your plan. It's just a reminder to let you know that right now they're within company open enrollment and all of their members get that text message since right now they're within their company open enrollment for, um, members to enroll into new plans or to add a different level. It's just reminders letting you know that your company is in their company open enrollment. It looks like it started December 23rd, and the last day is gonna be on the 28th of February. So it's just friendly reminders letting you know

that company open enrollment is happening.

Speaker speaker_1: So it tells me-

Speaker speaker_0: That you have coverage.

Speaker speaker_1: And do our licenses, I have a, like, a, a American permanent license, like the cards.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Does it expires, or no?

Speaker speaker_0: No. No, ma'am.

Speaker speaker_1: Okay, I'm just making sure.

Speaker speaker_0: Yes, ma'am. Nope. The only time you would get a different card is if you were to add, like, a different, if you were to change the plan. Let's say you changed, like, the medical plan that you have, then you would need a new card, or if you add, like, a dependent.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, ma'am. But it looks like that text was just reminding you that right now the company's within company open enrollment.

Speaker speaker_1: Um...

Speaker speaker_0: Did you have any more questions?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All right. Well, I hope you have a great day.

Speaker speaker_1: You too.