

## **Transcript: Estefania**

**Acevedo-5569142634528768-4958811663056896**

### **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? What is, um, Benefits in a Card? What is that? We're the healthcare administrators for staff and agencies. So if you're- Uh-huh. ... currently working with a agency that we administrate, you're within- Uh-huh. ... your personal enrollment period or your company open enrollment period, which makes you eligible for healthcare benefits through them. And depending on which ones you choose, as well as how many, depends on how much the weekly deductions are from your paycheck. Oh, okay. Okay. Mm-hmm. Would you like to, um, get more information by any chance? 'Cause if you're within your personal- No, I'd like to actually call my ex-female. Oh, okay. Yeah, that's fine. Um, I was gonna tell you- Okay. ... that you only have two periods to enroll. The first one would be your personal open enrollment period, and they consider that the first 30 days of you receiving your first check. And then the second one is when the company is in their annual company open enrollment, um, which could just vary for which company it is. Some is from the month of- Okay. ... October or it just depends, mm-hmm. But you're welcome to ask, though. Okay, thank you. You're welcome. Have a nice day.

### **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: What is, um, Benefits in a Card? What is that?

Speaker speaker\_0: We're the healthcare administrators for staff and agencies. So if you're-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... currently working with a agency that we administrate, you're within-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... your personal enrollment period or your company open enrollment period, which makes you eligible for healthcare benefits through them. And depending on which ones you choose, as well as how many, depends on how much the weekly deductions are from your paycheck.

Speaker speaker\_1: Oh, okay. Okay.

Speaker speaker\_0: Mm-hmm. Would you like to, um, get more information by any chance? 'Cause if you're within your personal-

Speaker speaker\_1: No, I'd like to actually call my ex-female.

Speaker speaker\_0: Oh, okay. Yeah, that's fine. Um, I was gonna tell you-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... that you only have two periods to enroll. The first one would be your personal open enrollment period, and they consider that the first 30 days of you receiving your first check. And then the second one is when the company is in their annual company open enrollment, um, which could just vary for which company it is. Some is from the month of-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... October or it just depends, mm-hmm. But you're welcome to ask, though.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: You're welcome. Have a nice day.