

## **Transcript: Estefania**

**Acevedo-5582597175853056-5136572220915712**

### **Full Transcript**

Hello. Your call has been monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of H&S;+S. I'm looking to speak to Mr. Daniel. This is him. Hey, good afternoon. How are you? We're currently processing enrollment forms and you selected to participate in the preventative plan called the NEC Tele-RS. However, you also declined coverage. So I was just calling to see if you indeed wanted to participate in that preventative plan, or if you wanted to decline it. Um, so- Oh, decline it? I'm sorry? Oh, d- do- can I decline it? You can decline it if you want. Okay. Okay. Um, I was just making sure. So, due to the fact- fa- the fact that the call's being recorded, you stated that you wanted to opt out from receiving any benefits from H&S;+S. Is that correct? What do you mean benefits? Like, like, um, dental and all that? So healthcare . Correct. Um, n- no. No, I'll go ahead and take it, I guess. Yeah. So these are weekly deductions. Okay? Mm-hmm. So they will be deductions out of your paycheck. Um, you selected the NEC Tele-RS, which is your preventative plan. It covers like one physical visit a year, some vaccines, some cancer screenings, some STD screenings. Mm-hmm. It'll cover any doctor visits if sick, hospital visits if injured, urgent care, emergency room surgeries. Did you want to add the NEC or did you just wanna do the dental plan? No, that's fine. You can go ahead and add that too. Okay. For employee only like you selected in the form? Yes. Okay. So the weekly deduction for the NEC Tele-RS is \$15.65. And then for the dental plan it would be \$3.38. Did you want to add another plan or just those two? Just those two is fine for right now. Okay. So that would be a weekly deduction from your paycheck of \$19.03. Please allow one or two weeks for your employer to start making that deduction. Once you see the very first deduction come out of your check of \$19.03, the following Monday is when your coverage becomes active and then that first week- Mm-hmm. ... of your activation week, by that Thursday or Friday, you should be receiving your dental card and then your NEC Tele-RS card, which is your preventative. Okay? No. Okay, sounds good. All right. Thank you. All right. I hope you have a good day. Thank you so much. You too. Bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Hello.

Speaker speaker\_1: Your call has been monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of H&S;+S. I'm looking to speak to Mr. Daniel.

Speaker speaker\_0: This is him.

Speaker speaker\_1: Hey, good afternoon. How are you? We're currently processing enrollment forms and you selected to participate in the preventative plan called the NEC Tele-RS. However, you also declined coverage. So I was just calling to see if you indeed wanted to participate in that preventative plan, or if you wanted to decline it. Um, so-

Speaker speaker\_0: Oh, decline it?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: Oh, d- do- can I decline it?

Speaker speaker\_1: You can decline it if you want.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Okay. Um, I was just making sure. So, due to the fact- fa- the fact that the call's being recorded, you stated that you wanted to opt out from receiving any benefits from H&S;+S. Is that correct?

Speaker speaker\_0: What do you mean benefits? Like, like, um, dental and all that?

Speaker speaker\_1: So healthcare . Correct.

Speaker speaker\_0: Um, n- no. No, I'll go ahead and take it, I guess. Yeah.

Speaker speaker\_1: So these are weekly deductions. Okay?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: So they will be deductions out of your paycheck. Um, you selected the NEC Tele-RS, which is your preventative plan. It covers like one physical visit a year, some vaccines, some cancer screenings, some STD screenings.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: It'll cover any doctor visits if sick, hospital visits if injured, urgent care, emergency room surgeries. Did you want to add the NEC or did you just wanna do the dental plan?

Speaker speaker\_0: No, that's fine. You can go ahead and add that too.

Speaker speaker\_1: Okay. For employee only like you selected in the form?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay. So the weekly deduction for the NEC Tele-RS is \$15.65. And then for the dental plan it would be \$3.38. Did you want to add another plan or just those two?

Speaker speaker\_0: Just those two is fine for right now.

Speaker speaker\_1: Okay. So that would be a weekly deduction from your paycheck of \$19.03. Please allow one or two weeks for your employer to start making that deduction. Once you see the very first deduction come out of your check of \$19.03, the following Monday is when your coverage becomes active and then that first week-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... of your activation week, by that Thursday or Friday, you should be receiving your dental card and then your NEC Tele-RS card, which is your preventative. Okay?

Speaker speaker\_0: No. Okay, sounds good.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: All right.

Speaker speaker\_1: I hope you have a good day.

Speaker speaker\_0: Thank you so much. You too. Bye.

Speaker speaker\_1: Bye.