

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 got a text message to call this number, um, to enroll in benefits, uh, from a paycheck or something like that. Okay. So we're the healthcare administrators for Staffing Agencies. So that text is technically letting you know that you're within your personal open enrollment period, which technically means you have 30 days from the day that you receive your first check to be able to enroll into any healthcare benefits, um, through your staffing agency. It's something completely optional and they offer, like, things such as dental, vision, term life, depending on what plan you were to select and also depending if you were to include, like, dependents, such as you and your child, you and your spouse or as a family, how much the weekly deductions are out of your paycheck for that plan. Okay. Were you interested in enrolling? No. Okay. So if you want, you can just disregard those text messages. Um, some staffing agencies do auto-enroll their members into a preventative plan. What's the name of the staffing agency that you work for? Just so that I can verify to see if that one's one of the ones that have that auto-enrollment or not. It was with, um, Partners. Oh, okay. Well, Partners Personal doesn't auto-enroll their members into any of the plans. So, like I said, it's completely optional, if you were to decide if you would want to select any of the healthcare benefits that they have for their members. But they do add some weekly deductions to them. Okay. Yeah, I don't think I will. Okay. So if you want, you can just disregard those messages, because they do, um, automatically send them to their members just as a reminder. Okay. Thank you. Yes, ma'am. You're welcome. Have a nice day. You too. Bye.

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 got a text message to call this number, um, to enroll in benefits, uh, from a paycheck or something like that.

Speaker speaker_1: Okay. So we're the healthcare administrators for Staffing Agencies. So that text is technically letting you know that you're within your personal open enrollment period, which technically means you have 30 days from the day that you receive your first check to be able to enroll into any healthcare benefits, um, through your staffing agency. It's

something completely optional and they offer, like, things such as dental, vision, term life, depending on what plan you were to select and also depending if you were to include, like, dependents, such as you and your child, you and your spouse or as a family, how much the weekly deductions are out of your paycheck for that plan.

Speaker speaker_2: Okay.

Speaker speaker_1: Were you interested in enrolling?

Speaker speaker_2: No.

Speaker speaker_1: Okay. So if you want, you can just disregard those text messages. Um, some staffing agencies do auto-enroll their members into a preventative plan. What's the name of the staffing agency that you work for? Just so that I can verify to see if that one's one of the ones that have that auto-enrollment or not.

Speaker speaker_2: It was with, um, Partners.

Speaker speaker_1: Oh, okay. Well, Partners Personal doesn't auto-enroll their members into any of the plans. So, like I said, it's completely optional, if you were to decide if you would want to select any of the healthcare benefits that they have for their members. But they do add some weekly deductions to them.

Speaker speaker_2: Okay. Yeah, I don't think I will.

Speaker speaker_1: Okay. So if you want, you can just disregard those messages, because they do, um, automatically send them to their members just as a reminder.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Yes, ma'am. You're welcome. Have a nice day.

Speaker speaker_2: You too. Bye.