

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. My name is Stephanie. How can I assist you? Um, yes, ma'am, I just got a text message talking about how I need to enroll. I'm sorry, I'm having trouble hearing you. Can you say that again? Yes, ma'am. I just received a text message saying I need to enroll in benefits. Okay. Um, what staffing agency do you work for? HS&S.; Okay. And then, what are the last four of your social? 71440. Okay. And your first and last name, please? My first name is Reshawn, R-E-S-H-A-W-N. And my last name is Lewis, L-E-W-I-S. For security purposes, I do need you to verify your address and your date of birth. 500 Silver Ridge, uh, Avenue, Gulfport, Mississippi. And what else you need me to verify? Um, your date of birth? Oh, 10/26/78. Okay. Is your phone number 228-346-5651? That's correct. And then I have lewisrena870@gmail.com. Is that up-to-date? Yes, that's correct. Okay. Okay, so it looks like right now you're within your personal open enrollment period, meaning that you have 30 days from the day that you receive your first check to enroll into any healthcare benefits that your staffing agency has to offer. If you do want to enroll, your last day to do so would be on February 5th. Um, depending on how many plans you select, which ones they are, if you add dependents to these plans, has a lot to do with how much the weekly deductions are from your paycheck. And it's something completely optional, but, um, you will be getting text reminders letting you know that you're within your personal open enrollment and that you can qualify for healthcare benefits that HS&S; has to offer for their employees. And like I said, it's something completely optional. It's not mandatory, but you will be getting those reminders letting you know about open enrollment. Oh, okay. Well, I'm good right there on that one. Okay. In that case, you can just disregard the messages 'cause you will be getting them, but I would just ignore them if you're not interested. Okay. All right? 'Cause I'm already Yeah. ... in. So I don't Oh, okay. ... worry. Gotcha. Okay. Yeah, and like I said, it's not mandatory and they don't auto-enroll their members into any of the plans. So if, if it's something that you don't want to do, you don't really have to do anything. I would just ignore the messages. Okay. All right. Well, I hope you have a great day today. Uh, you too. Thank you so much. You helped me out. You're welcome. Thank you. Bye-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 and a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Um, yes, ma'am, I just got a text message talking about how I need to enroll.

Speaker speaker_1: I'm sorry, I'm having trouble hearing you. Can you say that again?

Speaker speaker_2: Yes, ma'am. I just received a text message saying I need to enroll in benefits.

Speaker speaker_1: Okay. Um, wha- what staffing agency do you work for?

Speaker speaker_2: HS&S.;

Speaker speaker_1: Okay. And then, what are the last four of your social?

Speaker speaker_2: 71440.

Speaker speaker_1: Okay. And your first and last name, please?

Speaker speaker_2: My first name is Reshawn, R-E-S-H-A-W-N. And my last name is Lewis, L-E-W-I-S.

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

Speaker speaker_2: 500 Silver Ridge, uh, Avenue, Gulfport, Mississippi. And what else you need me to verify?

Speaker speaker_1: Um, your date of birth?

Speaker speaker_2: Oh, 10/26/78.

Speaker speaker_1: Okay. Is your phone number 228-346-5651?

Speaker speaker_2: That's correct.

Speaker speaker_1: And then I have lewisrena870@gmail.com. Is that up-to-date?

Speaker speaker_2: Yes, that's correct.

Speaker speaker_1: Okay. Okay, so it looks like right now you're within your personal open enrollment period, meaning that you have 30 days from the day that you receive your first check to enroll into any healthcare benefits that your staffing agency has to offer. If you do want to enroll, your last day to do so would be on February 5th. Um, depending on how many plans you select, which ones they are, if you add dependents to these plans, has a lot to do with how much the weekly deductions are from your paycheck. And it's something completely optional, but, um, you will be getting text reminders letting you know that you're within your personal open enrollment and that you can qualify for healthcare benefits that HS&S; has to offer for their employees. And like I said, it's something completely optional. It's not mandatory, but you will be getting those reminders letting you know about open enrollment.

Speaker speaker_2: Oh, okay. Well, I'm good right there on that one.

Speaker speaker_1: Okay. In that case, you can just disregard the messages 'cause you will be getting them, but I would just ignore them if you're not interested.

Speaker speaker_2: Okay.

Speaker speaker_1: All right?

Speaker speaker_2: 'Cause I'm already

Speaker speaker_3: Yeah.

Speaker speaker_2: ... in. So I don't

Speaker speaker_1: Oh, okay.

Speaker speaker_3: ... worry.

Speaker speaker_1: Gotcha. Okay. Yeah, and like I said, it's not mandatory and they don't auto-enroll their members into any of the plans. So if, if it's something that you don't want to do, you don't really have to do anything. I would just ignore the messages.

Speaker speaker_2: Okay.

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

Speaker speaker_2: Uh, you too. Thank you so much. You helped me out.

Speaker speaker_1: You're welcome. Thank you.

Speaker speaker_2: Bye-bye.