

## Transcript: Estefania

**Acevedo-5739589542035456-5390226332532736**

### 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? Yeah, I, I, I got a text right now. Who, who is this? We're the healthcare administrators for staff and agencies, so if you're currently working with the staff and agency, recently started working with them, or if they're- Oh. ... in your company open enrollment period, you're most likely gonna receive text messages- Okay. ... as a reminder, letting you know that they're within company open enrollment or you're within your personal open enrollment period. Oh, this for my benefit? Correct. Yes, sir. Okay. Okay. Um, what staff and- With ...? Mm-hmm? I'm with Trigo. With Trigo? Mm-hmm. Uh, is that the one that you applied with? That's where I'm working right now though, full time. What agency do you... did you apply with? 'Cause it would be the second agency. Oh, what agency? Oh, it'd be WorkSmart. Okay. Um, let me see if they don't auto-enroll their members 'cause some agencies auto-enroll their members into a plan, which WorkSmart does auto-enroll their members into a plan. But I didn't work WorkSmart. Now, I worked WorkSmart and I worked three months at this job at Mercedes, then it transferred over to Trigo. Oh, okay, so you're not with WorkSmart? Uh-uh. Oh, okay, then I wouldn't- I used... I used work with... Go ahead. Um, then I wouldn't worry about it, but I don't know if you just wanna opt out just in case, because like I said, WorkSmart does auto-enroll their members into a plan. All right. And if you- Okay, I'll chim in through. ... don't opt out, they will auto-enroll you. All right. I'll chim in through. Okay. Okay. So don't do nothing. Okay. Okay. You're welcome. Okay. Have a nice day. You too.

### 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: Yeah, I, I, I got a text right now. Who, who is this?

Speaker speaker\_1: We're the healthcare administrators for staff and agencies, so if you're currently working with the staff and agency, recently started working with them, or if they're-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... in your company open enrollment period, you're most likely gonna receive text messages-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... as a reminder, letting you know that they're within company open enrollment or you're within your personal open enrollment period.

Speaker speaker\_2: Oh, this for my benefit?

Speaker speaker\_1: Correct. Yes, sir.

Speaker speaker\_2: Okay. Okay.

Speaker speaker\_1: Um, what staff and-

Speaker speaker\_2: With ...?

Speaker speaker\_1: Mm-hmm?

Speaker speaker\_2: I'm with Trigo.

Speaker speaker\_1: With Trigo?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Uh, is that the one that you applied with?

Speaker speaker\_2: That's where I'm working right now though, full time.

Speaker speaker\_1: What agency do you... did you apply with? 'Cause it would be the second agency.

Speaker speaker\_2: Oh, what agency? Oh, it'd be WorkSmart.

Speaker speaker\_1: Okay. Um, let me see if they don't auto-enroll their members 'cause some agencies auto-enroll their members into a plan, which WorkSmart does auto-enroll their members into a plan.

Speaker speaker\_2: But I didn't work WorkSmart. Now, I worked WorkSmart and I worked three months at this job at Mercedes, then it transferred over to Trigo.

Speaker speaker\_1: Oh, okay, so you're not with WorkSmart?

Speaker speaker\_2: Uh-uh.

Speaker speaker\_1: Oh, okay, then I wouldn't-

Speaker speaker\_2: I used... I used work with... Go ahead.

Speaker speaker\_1: Um, then I wouldn't worry about it, but I don't know if you just wanna opt out just in case, because like I said, WorkSmart does auto-enroll their members into a plan.

Speaker speaker\_2: All right.

Speaker speaker\_1: And if you-

Speaker speaker\_2: Okay, I'll chim in through.

Speaker speaker\_1: ... don't opt out, they will auto-enroll you.

Speaker speaker\_2: All right. I'll chim in through.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So don't do nothing.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. You're welcome.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Have a nice day.

Speaker speaker\_2: You too.