

## **Transcript: Estefania**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling the ... My name is Stephanie. How can I assist you? Hi, um, I just wanted to call and make sure I tried to enroll correctly? It says pending. Okay. Um, yeah, I can check. What staffing agency are you working with? Um, it used to- ... be called Cara Staffing Group. I think they go by, like, Versella or something. Yeah. Okay, yeah. And then what is the last four of your Social? Uh, 9172. And your first and last name, please? Gabrielle Yates . Okay. And for security purposes, could you please verify your address and your date of birth for me? Yeah, um, address is 11723 57th Avenue Northeast in Marysville, Washington. And then my birthday is, uh, 03/03/1997. Okay, thank you. And then is your phone number still the 425-583-8061? Yeah, that's correct. Then I have gabrielle97@gmail.com. Is that, uh, up-to-date? Yeah. Okay. Yeah, that's right. So yeah, so it looks like you did enroll correctly. Um, what it just- Oh, okay. ... means is you selected your plans that you want to be enrolled into. Now you really just have to wait probably one or two weeks for your staffing agency to start making those deductions. Once you see the very first deduction of the \$42.81, the following Monday from that first deduction is when you have active coverage. So now you really just have to play the waiting game and, um, wait for them to start doing the first deduction. Oh, okay. Okay, thank you. Yes, ma'am. And then, um, I was gonna let you know that the first week of your activation week, you should be receiving your dental card, vision card in the mail. And then they normally don't send those VIP cards out to the members. So if you do want a physical card, once you see that first deduction, the following Monday that you have active coverage from that first deduction, you're welcome to give us- Mm-hmm. ... a call if you do want a physical card for your VIP Standard, which is your medical plan. And then we'll put in that- Oh, so I'll have access to that online though, right, on the account? Y- so once you, um, become active, you're welcome to give us a call and we can email you your cards as well. But the first ones that you're definitely gonna get that first week of the activation week is gonna be dental and vision. Yeah. But, but we can, um- Uh, but that means medical card, you don't get a physical copy, right? You don't, but you can request one that first Monday that you have active coverage. And we can, of course- Yes. ... email you, um, a card as well. Oh, okay. So I guess I- I'm asking if I have access to like a... like if you go on my account, like am I able- That, I don't know. ... to get, like, on the app? So we're just the healthcare administrators for different agencies. I'm not really aware if it's gonna appear on the app. Um, but I ne- Or website. ...ver through us, you could- Okay. ... definitely, um, give us a call. Okay. And we can email them to you. 'Cause we can email- Okay, sounds good. ... them to you as well once they're available. So if you don't see it on the app- Yeah, sure, sure. ... you're welcome to give this number a call and we'll send them to you as well. Yeah, I hear you. Thank you. And then... You're welcome. All right. And I was gonna tell you that for your,

um, term life sh- and your, yeah, your term life plan, um, you- we're missing a beneficiary. Do you want to go ahead and put somebody down while I have you on the line? Oh, um, it'll just be the same beneficiary, um, as the- Is it Noreen Val- ... name will be Noreen Val Yates. Yeah, that's one of my parents. Okay, got it. Okay, I'll put them down. Um, did you have- All right. ... any more questions? No, I'm good. Thank you. You're welcome. Have a nice day. Happy New Year. Happy New Year. 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 the ... My name is Stephanie. How can I assist you?

Speaker speaker\_2: Hi, um, I just wanted to call and make sure I tried to enroll correctly? It says pending.

Speaker speaker\_1: Okay. Um, yeah, I can check. What staffing agency are you working with?

Speaker speaker\_2: Um, it used to- ... be called Cara Staffing Group. I think they go by, like, Versella or something.

Speaker speaker\_1: Yeah. Okay, yeah. And then what is the last four of your Social?

Speaker speaker\_2: Uh, 9172.

Speaker speaker\_1: And your first and last name, please?

Speaker speaker\_2: Gabrielle Yates .

Speaker speaker\_1: Okay. And for security purposes, could you please verify your address and your date of birth for me?

Speaker speaker\_2: Yeah, um, address is 11723 57th Avenue Northeast in Marysville, Washington. And then my birthday is, uh, 03/03/1997.

Speaker speaker\_1: Okay, thank you. And then is your phone number still the 425-583-8061?

Speaker speaker\_2: Yeah, that's correct.

Speaker speaker\_1: Then I have gabrielle97@gmail.com. Is that, uh, up-to-date?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Yeah, that's right.

Speaker speaker\_1: So yeah, so it looks like you did enroll correctly. Um, what it just-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: ... means is you selected your plans that you want to be enrolled into. Now you really just have to wait probably one or two weeks for your staffing agency to start making those deductions. Once you see the very first deduction of the \$42.81, the following Monday from that first deduction is when you have active coverage. So now you really just have to play the waiting game and, um, wait for them to start doing the first deduction.

Speaker speaker\_2: Oh, okay. Okay, thank you.

Speaker speaker\_1: Yes, ma'am. And then, um, I was gonna let you know that the first week of your activation week, you should be receiving your dental card, vision card in the mail. And then they normally don't send those VIP cards out to the members. So if you do want a physical card, once you see that first deduction, the following Monday that you have active coverage from that first deduction, you're welcome to give us-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... a call if you do want a physical card for your VIP Standard, which is your medical plan. And then we'll put in that-

Speaker speaker\_2: Oh, so I'll have access to that online though, right, on the account?

Speaker speaker\_1: Y- so once you, um, become active, you're welcome to give us a call and we can email you your cards as well. But the first ones that you're definitely gonna get that first week of the activation week is gonna be dental and vision.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: But, but we can, um-

Speaker speaker\_2: Uh, but that means medical card, you don't get a physical copy, right?

Speaker speaker\_1: You don't, but you can request one that first Monday that you have active coverage. And we can, of course-

Speaker speaker\_2: Yes.

Speaker speaker\_1: ... email you, um, a card as well.

Speaker speaker\_2: Oh, okay. So I guess I- I'm asking if I have access to like a... like if you go on my account, like am I able-

Speaker speaker\_1: That, I don't know.

Speaker speaker\_2: ... to get, like, on the app?

Speaker speaker\_1: So we're just the healthcare administrators for different agencies. I'm not really aware if it's gonna appear on the app. Um, but I ne-

Speaker speaker\_2: Or website.

Speaker speaker\_1: ...ver through us, you could-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... definitely, um, give us a call.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And we can email them to you. 'Cause we can email-

Speaker speaker\_2: Okay, sounds good.

Speaker speaker\_1: ... them to you as well once they're available. So if you don't see it on the app-

Speaker speaker\_2: Yeah, sure, sure.

Speaker speaker\_1: ... you're welcome to give this number a call and we'll send them to you as well.

Speaker speaker\_2: Yeah, I hear you. Thank you.

Speaker speaker\_1: And then... You're welcome.

Speaker speaker\_2: All right.

Speaker speaker\_1: And I was gonna tell you that for your, um, term life sh- and your, yeah, your term life plan, um, you- we're missing a beneficiary. Do you want to go ahead and put somebody down while I have you on the line?

Speaker speaker\_2: Oh, um, it'll just be the same beneficiary, um, as the-

Speaker speaker\_1: Is it Noreen Val-

Speaker speaker\_2: ... name will be Noreen Val Yates. Yeah, that's one of my parents.

Speaker speaker\_1: Okay, got it. Okay, I'll put them down. Um, did you have-

Speaker speaker\_2: All right.

Speaker speaker\_1: ... any more questions?

Speaker speaker\_2: No, I'm good. Thank you.

Speaker speaker\_1: You're welcome. Have a nice day. Happy New Year.

Speaker speaker\_2: Happy New Year. Bye.

Speaker speaker\_1: Bye.