

## **Transcript: Estefania**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello? Good afternoon. Good afternoon. I'm calling from Benefits in a Card on behalf of H&S;&F.; I'm looking to speak with Mr. Steven. Yes. Hey, how you doing? Hey, how you're doing? Um, I'm calling because we're currently processing enrollment forms and we ran across yours. Um, you selected not to participate in receiving any of the healthcare benefits that they offer, but you also selected three different plans to enroll into. So I was actually calling to see if you actually wanted to decline the coverage or if you actually did want the benefits. This is for the job? Correct. Yeah, this is, um... We're the healthcare administrators for the staff and agents. One of them is Hospitality Staffing Solutions. Yeah. Yeah. So before we processed it, I just wanted to verify to see if you did want, um, to enroll into the benefits or if you wanted to decline it. I can decline it for now, just to see- Okay. ... how, how everything is going to go. Okay. Um, just keep in mind that they only give you two periods to enroll. The first one would be considered your personal, which is the first 30 days of receiving your first check, and then when the company is in their company open enrollment period, which for them- Okay. ... I believe, um, it's in the month of October. But I just wanted to let you know, but I'll go ahead and decline you, okay? Okay. If I, if I enroll, do I have to fill out any more paperwork today? If you do decide to enroll, um, you would just have to call us. But just keep in mind, they give you only 30 days from the day that you receive your first check, okay? Okay. Well, you can, you can just enroll me. I'll try it out. You can just enroll me now. Okay. And then another thing about your enrollment form, you selected, um, you selected dental for employee only, and then you also selected two medical plans that can't be combined. Do you want me to explain them to you before you choose one? Because you chose the preventative plan. That plan would cover, like, one physical visit a year, some vaccinations, um, some... I'm sorry. No, you were right. You... Well, do you want me to still explain them to you just so that you can get a refresher about what they have to offer? I kind of looked over them, so I'll just go with the best plan you think is available. Okay. Um, so you selected the preventative plan and then the VIP standard, which is your hospital indemnity. Um, do you just want to keep everything as it is? Uh, yeah. Okay. So do you allow H&S;&F; to make the weekly deductions for those three selected plans? It looks like that would come to be a total of \$35.84 for those three. Mm-hmm. Do you allow H&S;&F; to make that weekly deduction for the selected plans? Yeah. Yeah. Okay. Please allow one or two weeks for your employer to start making the deduction. Once you see the very first deduction of \$35.84 come out of your paycheck, the following Monday is when you have active coverage. And then that first week of your active coverage, you should be getting your dental card and your preventative card. And then for your VIP standard, um, normally they don't mail those cards out, but once you see that they did the first deduction, the following Monday, when you have active coverage, you're welcome to give us a call and we

can go ahead and put in a request for a physical once it gets sent out to you. Okay, that's fine. Thank you. You're welcome. Have a nice day. You too. Happy holidays. Thank you.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hello?

Speaker speaker\_2: Good afternoon. Good afternoon. I'm calling from Benefits in a Card on behalf of H&S;&F.; I'm looking to speak with Mr. Steven.

Speaker speaker\_1: Yes. Hey, how you doing?

Speaker speaker\_2: Hey, how you're doing? Um, I'm calling because we're currently processing enrollment forms and we ran across yours. Um, you selected not to participate in receiving any of the healthcare benefits that they offer, but you also selected three different plans to enroll into. So I was actually calling to see if you actually wanted to decline the coverage or if you actually did want the benefits.

Speaker speaker\_1: This is for the job?

Speaker speaker\_2: Correct. Yeah, this is, um... We're the healthcare administrators for the staff and agents

Speaker speaker\_3: .

Speaker speaker\_2: One of them is Hospitality Staffing Solutions.

Speaker speaker\_1: Yeah. Yeah.

Speaker speaker\_2: So before we processed it, I just wanted to verify to see if you did want, um, to enroll into the benefits or if you wanted to decline it.

Speaker speaker\_1: I can decline it for now, just to see-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... how, how everything is going to go.

Speaker speaker\_2: Okay. Um, just keep in mind that they only give you two periods to enroll. The first one would be considered your personal, which is the first 30 days of receiving your first check, and then when the company is in their company open enrollment period, which for them-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... I believe, um, it's in the month of October. But I just wanted to let you know, but I'll go ahead and decline you, okay?

Speaker speaker\_1: Okay. If I, if I enroll, do I have to fill out any more paperwork today?

Speaker speaker\_2: If you do decide to enroll, um, you would just have to call us. But just keep in mind, they give you only 30 days from the day that you receive your first check, okay?

Speaker speaker\_1: Okay. Well, you can, you can just enroll me. I'll try it out. You can just enroll me now.

Speaker speaker\_2: Okay. And then another thing about your enrollment form, you selected, um, you selected dental for employee only, and then you also selected two medical plans that can't be combined. Do you want me to explain them to you before you choose one? Because you chose the preventative plan. That plan would cover, like, one physical visit a year, some vaccinations, um, some... I'm sorry. No, you were right. You... Well, do you want me to still explain them to you just so that you can get a refresher about what they have to offer?

Speaker speaker\_1: I kind of looked over them, so I'll just go with the best plan you think is available.

Speaker speaker\_2: Okay. Um, so you selected the preventative plan and then the VIP standard, which is your hospital indemnity. Um, do you just want to keep everything as it is?

Speaker speaker\_1: Uh, yeah.

Speaker speaker\_2: Okay. So do you allow H&S;&F; to make the weekly deductions for those three selected plans? It looks like that would come to be a total of \$35.84 for those three.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Do you allow H&S;&F; to make that weekly deduction for the selected plans?

Speaker speaker\_1: Yeah. Yeah.

Speaker speaker\_2: Okay. Please allow one or two weeks for your employer to start making the deduction. Once you see the very first deduction of \$35.84 come out of your paycheck, the following Monday is when you have active coverage. And then that first week of your active coverage, you should be getting your dental card and your preventative card. And then for your VIP standard, um, normally they don't mail those cards out, but once you see that they did the first deduction, the following Monday, when you have active coverage, you're welcome to give us a call and we can go ahead and put in a request for a physical once it gets sent out to you.

Speaker speaker\_1: Okay, that's fine. Thank you.

Speaker speaker\_2: You're welcome. Have a nice day.

Speaker speaker\_1: You too. Happy holidays.

Speaker speaker\_2: Thank you.