

## **Transcript: Estefania**

**Acevedo-5989249395507200-6171640349114368**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Our Cards. My name is Stephanie. How can I assist you? Hi. My name is Steve John Rudolph. I was calling 'cause I keep receiving a text from you guys. I was trying to see if it was necessary yet. Okay. Um, so we're the healthcare administrators for staffing agencies. We administrate their healthcare benefits. Did you recently start working with a staffing agency? Yeah. I was working with them. Are you not working with them no more? No, not anymore. I was working through them though. Uh, what was the name of that staffing agency? Uh, ADEP HR. Oh, okay. Yeah. So we are the healthcare administrators for that staffing agency. Um, it is healthcare benefits that they offer for active employees though. You're no longer with them? Uh, well the job that I did with them was temporary. I mean, I don't know if I'm still considered to be with them or not. Um, if you are currently working with them still then you would be a active, um, member. Oh. But they don't auto enroll their employees into any of the hea- healthcare benefits. That message is letting you know that, um, you have 30 days from the day that you receive your very first check to enroll into any healthcare benefits that they offer. It's something completely optional depending on how many you select, which ones they are depends on how much the weekly deductions are from your paycheck for those selected plans. Oh, okay. I understand. I was looking more into it. Thank you though for that information. You're welcome. Just keep in mind, you only do have 30 days from the day that you receive your first check. Okay? Okay. Thank you. You're welcome. Have a nice day. You too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Our Cards. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hi. My name is Steve John Rudolph. I was calling 'cause I keep receiving a text from you guys. I was trying to see if it was necessary yet.

Speaker speaker\_0: Okay. Um, so we're the healthcare administrators for staffing agencies. We administrate their healthcare benefits. Did you recently start working with a staffing agency?

Speaker speaker\_1: Yeah. I was working with them.

Speaker speaker\_0: Are you not working with them no more?

Speaker speaker\_1: No, not anymore. I was working through them though.

Speaker speaker\_0: Uh, what was the name of that staffing agency?

Speaker speaker\_1: Uh, ADEP HR.

Speaker speaker\_0: Oh, okay. Yeah. So we are the healthcare administrators for that staffing agency. Um, it is healthcare benefits that they offer for active employees though. You're no longer with them?

Speaker speaker\_1: Uh, well the job that I did with them was temporary. I mean, I don't know if I'm still considered to be with them or not.

Speaker speaker\_0: Um, if you are currently working with them still then you would be a active, um, member.

Speaker speaker\_1: Oh.

Speaker speaker\_0: But they don't auto enroll their employees into any of the hea- healthcare benefits. That message is letting you know that, um, you have 30 days from the day that you receive your very first check to enroll into any healthcare benefits that they offer. It's something completely optional depending on how many you select, which ones they are depends on how much the weekly deductions are from your paycheck for those selected plans.

Speaker speaker\_1: Oh, okay. I understand. I was looking more into it. Thank you though for that information.

Speaker speaker\_0: You're welcome. Just keep in mind, you only do have 30 days from the day that you receive your first check. Okay?

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: You too.