

## **Transcript: Estefania**

**Acevedo-6013792549650432-5249815980851200**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits Central Card on behalf of the resource company. We're currently processing an enrollment form that you filled out on February the 27th for the healthcare benefits that the staffing agency has to offer. You selected dental, being \$3.38 for employee only, short-term disability for \$3.66 weekly for employee only, life for \$1.96 week- weekly for employee, vision for \$1.99 weekly for employee, critical illness being \$2.33 weekly for employee, and group accident for \$1.86 for employee, as well as behavior health for \$1.38 weekly for the family plan. However, for your behavior health, you did not provide any of the dependents' information. So for now, we will change the behavior health plan to employee only as well. So that looks like for dental, term life, short-term disability, vision, critical illness, group accident, and behavior health, all these plans are gonna be under employee only, being a weekly deduction of \$16.56 from your paycheck. Please allow one or two weeks for your staffing agency to start making those deductions. Once you see the first deduction of the \$16.56, the following Monday is when your plans become active, and by that first week of activation, you should be getting your dental, vision card. Um, if you do wish to add your family in the behavior health plan, you do have 30 days from the day that you receive your first check to give us a call and do so. But for now, for that plan, we will change it to employee only. Um, we are also missing a... that from you, so if you do want to add them to your family plan, you would have to give us a call, but for now-

### **Conversation Format**

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