

## **Transcript: Estefania**

**Acevedo-6068437042282496-6292540248506368**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit General Card. My name is Stephanie. How can I assist you? Hey, Stephanie. How you doing today? Hey. Good, thank you. How about you? I'm all right. Um, araoh, listen my name is, um, um, Jarvis Folks and I work for MAU. Okay. How can I help you? Yeah, I'm just trying to get enrolled. Okay. Um, what is the last four of your social? 8083. Thank you. For security purposes, could you please verify your address and your date of birth for me? Yes. 3204 Moss Strand Court and birthdate is April 24th, 1996. Okay. And then what state and city? State is, um... State is Georgia and city is Augusta. Is your phone number still 706-550-5043? Yes. That's right. And then I have your first name, last name, 24 at gmail.com. Is that up to date? Y- yeah. That's it. Okay. Um, in the last 30 days, have you lost benefit, gotten married, divorced, had a baby, or adopted? Uh, no, ma'am. None of that. Okay. So at this time, unfortunately, I'm not able to enroll you because you're only really allowed to enroll within two periods. Your first one is your first 30 days of receiving your first salary check. That's considered your personal open enrollment. And then the second period is when the company open enrollment. Um, and I could verify to see when MAU's company open enrollment is. So those would be the only times that members are eligible to enroll into any healthcare benefits with their staffing agencies, within personal open enrollment period or within their company open enrollment. But I can check to see when the next company open enrollment is for MAU so that you know. Okay, because I called, um, I called in November and they didn't... they told me they weren't going to do it till this month, in December. Yes, sir. Oh, so it's actually coming up. It looks like their company open enrollment period is between the month... I'm sorry, between the dates of December 23rd up until January. Up until January 31st. So you're welcome to call from the 23rd and the last day is January 31st to enroll, from the 23rd of December up until January 31st. Okay, Stephanie. So not next Monday, but the Monday after. Okay, Stephanie, I got a question. Um, I got a question for you. When I call, I just need to call y'all and I get sent information, right? Correct. Yes, sir. Um, we'll be happy to explain the plans to you. I was also gonna tell you, do you want me to go ahead and send you the guide so that you can kind of have a understanding about what plans they offer? I can go ahead and send it to you and then whenever you call us, we can go ahead and explain, but you'll at least have it and know what they offer. Oh. Would you like me to send you that? Yes. That would be helpful. Okay. And then remember the open enrollment starts, um, on the 23rd of this month and it ends on the 31st of January. Wait. You said the 31st? Yeah. The s- the last day to enroll would be January 31st. And then it starts on December 23rd. So not next Monday, but the Monday after. That's when their company open enrollment period is. Would you like me to write it down on the, on the email that I'm about to send you, the dates? Oh, sure. Okay. Give me one second. Is that a good email to send it to? Uh, yes. Okay. All right,

sir. I went ahead and sent it to your email file and I wrote down the company's open enrollment period dates on that email so that you can have a reminder. Um, but at this time, I can't enroll into any plans, but if you call on the 23rd, we can go ahead and make those selections 'cause that's when their company open enrollment is. And I went ahead and sent it to your email. Do you mind verifying that you received it? It should come from an email that says info@benefitgeneralcard.com. Yes. I got it. Okay. So that's the benefit guide. That guide has all the plans that they offer, as well as the prices for those plans. And whenever you call to enroll, we'll be happy to go over those plans with you if you want us to. Oh, okay. That sounds good. Okay, sir. Did you have any more questions for me? Nope. Nope. That's it. Yes and them all. All right. Well, I hope you have a great night. You too. Or good 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 Benefit General Card. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Hey, Stephanie. How you doing today?

Speaker speaker\_1: Hey. Good, thank you. How about you?

Speaker speaker\_2: I'm all right. Um, araoh, listen my name is, um, um, Jarvis Folks and I work for MAU.

Speaker speaker\_1: Okay. How can I help you?

Speaker speaker\_2: Yeah, I'm just trying to get enrolled.

Speaker speaker\_1: Okay. Um, what is the last four of your social?

Speaker speaker\_2: 8083.

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

Speaker speaker\_2: Yes. 3204 Moss Strand Court and birthdate is April 24th, 1996.

Speaker speaker\_1: Okay. And then what state and city?

Speaker speaker\_2: State is, um... State is Georgia and city is Augusta.

Speaker speaker\_1: Is your phone number still 706-550-5043?

Speaker speaker\_2: Yes. That's right.

Speaker speaker\_1: And then I have your first name, last name, 24 at gmail.com. Is that up to date?

Speaker speaker\_2: Y- yeah. That's it.

Speaker speaker\_1: Okay. Um, in the last 30 days, have you lost benefit, gotten married, divorced, had a baby, or adopted?

Speaker speaker\_2: Uh, no, ma'am. None of that.

Speaker speaker\_1: Okay. So at this time, unfortunately, I'm not able to enroll you because you're only really allowed to enroll within two periods. Your first one is your first 30 days of receiving your first salary check. That's considered your personal open enrollment. And then the second period is when the company open enrollment. Um, and I could verify to see when MAU's company open enrollment is. So those would be the only times that members are eligible to enroll into any healthcare benefits with their staffing agencies, within personal open enrollment period or within their company open enrollment. But I can check to see when the next company open enrollment is for MAU so that you know.

Speaker speaker\_2: Okay, because I called, um, I called in November and they didn't... they told me they weren't going to do it till this month, in December.

Speaker speaker\_1: Yes, sir. Oh, so it's actually coming up. It looks like their company open enrollment period is between the month... I'm sorry, between the dates of December 23rd up until January. Up until January 31st. So you're welcome to call from the 23rd and the last day is January 31st to enroll, from the 23rd of December up until January 31st.

Speaker speaker\_2: Okay, Stephanie.

Speaker speaker\_1: So not next Monday, but the Monday after.

Speaker speaker\_2: Okay, Stephanie, I got a question. Um, I got a question for you. When I call, I just need to call y'all and I get sent information, right?

Speaker speaker\_1: Correct. Yes, sir. Um, we'll be happy to explain the plans to you. I was also gonna tell you, do you want me to go ahead and send you the guide so that you can kind of have a understanding about what plans they offer? I can go ahead and send it to you and then whenever you call us, we can go ahead and explain, but you'll at least have it and know what they offer.

Speaker speaker\_2: Oh.

Speaker speaker\_1: Would you like me to send you that?

Speaker speaker\_2: Yes. That would be helpful.

Speaker speaker\_1: Okay. And then remember the open enrollment starts, um, on the 23rd of this month and it ends on the 31st of January.

Speaker speaker\_2: Wait. You said the 31st?

Speaker speaker\_1: Yeah. The s- the last day to enroll would be January 31st. And then it starts on December 23rd. So not next Monday, but the Monday after. That's when their company open enrollment period is. Would you like me to write it down on the, on the email that I'm about to send you, the dates?

Speaker speaker\_2: Oh, sure.

Speaker speaker\_1: Okay. Give me one second. Is that a good email to send it to?

Speaker speaker\_2: Uh, yes.

Speaker speaker\_1: Okay. All right, sir. I went ahead and sent it to your email file and I wrote down the company's open enrollment period dates on that email so that you can have a reminder. Um, but at this time, I can't enroll into any plans, but if you call on the 23rd, we can go ahead and make those selections 'cause that's when their company open enrollment is. And I went ahead and sent it to your email. Do you mind verifying that you received it? It should come from an email that says [info@benefitgeneralcard.com](mailto:info@benefitgeneralcard.com).

Speaker speaker\_2: Yes. I got it.

Speaker speaker\_1: Okay. So that's the benefit guide. That guide has all the plans that they offer, as well as the prices for those plans. And whenever you call to enroll, we'll be happy to go over those plans with you if you want us to.

Speaker speaker\_2: Oh, okay. That sounds good.

Speaker speaker\_1: Okay, sir. Did you have any more questions for me?

Speaker speaker\_2: Nope. Nope. That's it. Yes and them all.

Speaker speaker\_1: All right. Well, I hope you have a great night.

Speaker speaker\_2: You too.

Speaker speaker\_1: Or good day.

Speaker speaker\_2: You too.