

Transcript: Estefania

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Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of H&S;&S.; I'm looking to speak with Ms. Jennifer Price. Yep. We have another ticket for it. Hello? Hey, good afternoon. I'm calling from Benefits in a Card on behalf of H&S;&S.; I'm looking to speak with Ms. Jennifer Price. Who are you calling on behalf of? I'm confused. I'm sorry. Uh, Hos- I can't really make out ... the phone. ... Hospital Staffing Solutions. Oh, okay. Sorry. The phone was kind of going in and out when I ... It's okay. ... made that connection. You're fine. But it wasn't ... We're currently processing enrollment forms, and you selected the Stay Healthy Plan, employee and child, as well as dental for employee and child. However, we were missing the child's information. Um, so we were giving a c- you a call to see if you still wanted to add the child under those plans, or if you wanted to do the employee only. Um, I'll just do the employee only. My kids have the dental and insurance with their dad, though. It's fine. Okay. I can just do employee only. So do you want to keep the plans that you had? You had dental and then the preventative plan, which that one covers one physical visit a year, some vaccinations, some STD and cancer screenings, and even some counseling. But the plan that you selected doesn't cover doctor visits if you get sick, hospital visits if you get injured, urgent care, emergency room, or surgeries. Yeah, that one's fine. That one's fine? Okay. Um, do you allow Hospital Staffing Solutions make the weekly deduction of \$19.03 for those two selected plans? Correct. Okay. Please allow one or two weeks for your employer to start making that deduction. Once you see the very first deduction of the \$19.03 come out of your paycheck, the following Monday from that deduction is when you have active coverage. And by that first week of your activation week, you should be getting your MEC Tele-RF card as well as your dinner card either that Thursday or Friday. And if for some reason you have a doctor's appointment that first week of your activation week and you still don't have your cards, you're welcome to give this number a call, and we can email them to you if they're available. Okay, perfect. Thank you. You're welcome. Have a nice day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Hey, good afternoon. I'm calling from Benefits in a Card on behalf of H&S;&S.; I'm looking to speak with Ms. Jennifer Price.

Speaker speaker_3: Yep. We have another ticket for it.

Speaker speaker_0: Hello?

Speaker speaker_2: Hey, good afternoon. I'm calling from Benefits in a Card on behalf of H&S;&S.; I'm looking to speak with Ms. Jennifer Price.

Speaker speaker_0: Who are you calling on behalf of? I'm confused. I'm sorry.

Speaker speaker_2: Uh, Hos-

Speaker speaker_0: I can't really make out ... the phone.

Speaker speaker_2: ... Hospital Staffing Solutions.

Speaker speaker_0: Oh, okay. Sorry. The phone was kind of going in and out when I ...

Speaker speaker_4: It's okay.

Speaker speaker_2: ... made that connection.

Speaker speaker_4: You're fine.

Speaker speaker_0: But it wasn't ...

Speaker speaker_4: We're currently processing enrollment forms, and you selected the Stay Healthy Plan, employee and child, as well as dental for employee and child. However, we were missing the child's information. Um, so we were giving a c- you a call to see if you still wanted to add the child under those plans, or if you wanted to do the employee only.

Speaker speaker_0: Um, I'll just do the employee only. My kids have the dental and insurance with their dad, though. It's fine.

Speaker speaker_2: Okay.

Speaker speaker_0: I can just do employee only.

Speaker speaker_2: So do you want to keep the plans that you had? You had dental and then the preventative plan, which that one covers one physical visit a year, some vaccinations, some STD and cancer screenings, and even some counseling. But the plan that you selected doesn't cover doctor visits if you get sick, hospital visits if you get injured, urgent care, emergency room, or surgeries.

Speaker speaker_0: Yeah, that one's fine.

Speaker speaker_2: That one's fine? Okay. Um, do you allow Hospital Staffing Solutions make the weekly deduction of \$19.03 for those two selected plans?

Speaker speaker_0: Correct.

Speaker speaker_2: Okay. Please allow one or two weeks for your employer to start making that deduction. Once you see the very first deduction of the \$19.03 come out of your paycheck, the following Monday from that deduction is when you have active coverage. And by that first week of your activation week, you should be getting your MEC Tele-RF card as

well as your dinner card either that Thursday or Friday. And if for some reason you have a doctor's appointment that first week of your activation week and you still don't have your cards, you're welcome to give this number a call, and we can email them to you if they're available.

Speaker speaker_0: Okay, perfect. Thank you.

Speaker speaker_2: You're welcome. Have a nice day.

Speaker speaker_0: You too. Bye-bye.