

## Transcript: Estefania

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### Full Transcript

Hello? Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, yeah. I just, uh, started with, uh, from MAU at GE and, uh, I got insurance, you know, health and dental and all that. And I was just, I was trying to get my policy number because, uh, I have some medications I have to pick up. Okay. Yeah, I can help you. Um, do you just want me to go ahead and send you your card? It has your policy number and stuff in there. That'd be great. Um, the, uh, doctor that I just saw today, uh, it, I, I just, uh, I just, I just need the policy number so, you know, 'cause, you know, it was a lot of money. It was like 200 bucks. Okay. Yes, sir. Um, do you want me to like just call it out or do you want me to send it to you? Yeah. Uh, sure. Go for it. Uh, you have it? Just with my number? Or- Um, no. I have to, I have to get in your file but I do need the name of your staffing agency and I do need the last four of your Social. And I also need to ask some verification questions before I give you any information. Sure. Uh, it's uh, Workf- uh, MAU Workforce Solutions. Okay. And then what are the last four of your Social? Uh, 5521. For security purposes, could you please verify your address and your date of birth for me? 4 Starling Court, and my date of birth is 6/19/88. Thank you. And then what's that state and city? Uh, it's Greenville, South Carolina. Okay. And then is 864-905-1508 still your phone number? Yeah. Then I have Z as in zebra, 06-O-N-K, K-I-L-L at Live.com. At Gmail? Uh, can you change that to Gmail? It's the same address but just put it to Gmail because, you know, they switched up their whole thing. Okay. Yeah. You still want me to keep the other one also as a secondary email? No, they don't really use Live anymore. Okay. That's fine. All right. Give me one second while I get that pulled up. I'll be right back. I would... She's so cute. She's so cute. Okay. Send it. Yeah. Send it to me now. All right. Now I'm rolling. Genuinely. Yeah. Get this policy number off here. See if we can try that again. Oh. Now we can roll it. Oh. Okay. Yeah. The place I just went to is actually be able to get that. Yeah. You never had any, you've never been before? Oh, okay. Well, let's just say you have. Oh, okay.... be looking, and it looks like your coverage hasn't become active yet. We're still waiting on receiving that first deduction, um, from your staffing agency. Yeah, I just started so, like, maybe, I, I guess a week ag- a week and a half, two weeks ago. So for you to, um, for me to give you that information, you would have to be active. All right. What, uh, what does active mean? So, your coverage should be active. Once we receive the first deduction, that following Monday is when your coverage becomes effective. So at the moment, your coverage isn't active yet. Okay. So, I'm guessing they'll send me that information and like, or- So if you don't- I, I, I actually don't know the process. So if you don't have active coverage, they haven't made your cards yet, and you don't have a policy number yet, 'cause we haven't received that first payment from your staffing agency for the plan to start. Okay. All right. Uh, yeah. I was just trying to get some antibiotic from the pharmacy. Uh, I guess I'll, I, I, I guess I'll just have to wait then? Yes, sir. Um, you're welcome to call back tomorrow to see if we've received it today, but

for you to have, like, your coverage to become effective, um, they would have to do that first deduction from your paycheck of the \$30.35. Once you see that they made that first deduction of the \$30.35 come out of your first... out of your paycheck, the following Monday of that first deduction is when your coverage becomes effective. And then- Well, I got my first paycheck already. I mean, um- Did they do the deduction though, of the \$30.35? They took out like \$121. Let me, let me double check. Let me log on to the portal real quick. 'Cause for it to become active, they have to do that first deduction. And once they do that first deduction, the following Monday's when your coverage becomes effective. Should be active. That's strange. Hold on. I, I'm logging in right now. Like, literally. Mm-hmm. Literally, they, they took \$121 out. I mean, th- you know, there's taxes obviously. So- But... Yeah. So it's only \$30.35 though. Oh. For the plan that you selected. Do we... I mean, it just says 121.48. I wish they had that one more detailed. Mm-hmm. Um, taxable withholding, EW2 extent, 195C W... I don't know. Okay. All right. Um, so you want me to give you guys a call and all that? So, yeah. So if I was you, I would- I don't know. ... call tomorrow to see if we r- if, if we did get it, to see if we received that deduction. And then you should be in the green if so. And if we didn't, then we'll definitely let you know as well. But the moment that they do that first deduction from your paycheck of \$30.35 and we receive it, um, your coverage becomes active. But we're still waiting on your- And they'll mail the card? Yeah. So you got the dental, vision and the Ensure Plus Enhanced. So, that first week of your activation week, you should be getting your dental and vision cards either that Thursday or Friday, and then if you have a doctor's appointment or for some reason need your card, typically they're available for us to send it to you via email that Monday. That Wednesday or Thursday. So we can email that to you, but you do have to be active, of course, for them to start making your cards and stuff. I, I wonder if they didn't send it because you had the live.com instead of the gmail.com. No. I told them to change that. Um, so it's not, um, because of the email. It's just because we haven't received the deduction yet from your staffing agency. So we're still waiting on getting that. Okay. So you're absolutely positive that's the reason? Yes. Yeah. Okay. Nice. 'Cause you're not active. You're in the red right now, meaning that we didn't get a deduction yet. So we're just waiting- Okay. ... for your staffing agency to do that deduction. Once we receive it, you become active that following Monday, the first deduction. So if, um, let's say the \$30.35 is part of that deduction that you're seeing, then, um, you're gonna become active, but as of right now, we haven't received the deduction. Oh. So y- you're not active at the moment. Okay. Well, I appreciate everything. Yeah. So I will be taking- Um... ... a look at your, um, at your paycheck whenever they pay you and stuff 'cause once you see that first deduction, the following Monday you become active. Okay. All right. Uh, I'll, uh, give you guys a call back I guess, uh, I don't know, a couple days, tomorrow, something like that, you know? Okay. That's fine. See if we can get it early- Yeah. ... or something like that. Okay, yeah. I would just call and ask if, if you have become active already and then, um, any of us will let you know if you have or haven't. Okay. Well, thank you very much. Have a good day. You're welcome. You do too.

## Conversation Format

Speaker speaker\_0: Hello?

Speaker speaker\_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_0: Uh, yeah. I just, uh, started with, uh, from MAU at GE and, uh, I got insurance, you know, health and dental and all that. And I was just, I was trying to get my policy number because, uh, I have some medications I have to pick up.

Speaker speaker\_1: Okay. Yeah, I can help you. Um, do you just want me to go ahead and send you your card? It has your policy number and stuff in there.

Speaker speaker\_0: That'd be great. Um, the, uh, doctor that I just saw today, uh, it, I, I just, uh, I just, I just need the policy number so, you know, 'cause, you know, it was a lot of money. It was like 200 bucks.

Speaker speaker\_1: Okay. Yes, sir. Um, do you want me to like just call it out or do you want me to send it to you?

Speaker speaker\_0: Yeah. Uh, sure. Go for it. Uh, you have it? Just with my number? Or-

Speaker speaker\_1: Um, no. I have to, I have to get in your file but I do need the name of your staffing agency and I do need the last four of your Social. And I also need to ask some verification questions before I give you any information.

Speaker speaker\_0: Sure. Uh, it's uh, Workf- uh, MAU Workforce Solutions.

Speaker speaker\_1: Okay. And then what are the last four of your Social?

Speaker speaker\_0: Uh, 5521.

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

Speaker speaker\_0: 4 Starling Court, and my date of birth is 6/19/88.

Speaker speaker\_1: Thank you. And then what's that state and city?

Speaker speaker\_0: Uh, it's Greenville, South Carolina.

Speaker speaker\_1: Okay. And then is 864-905-1508 still your phone number?

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Then I have Z as in zebra, 06-O-N-K, K-I-L-L at Live.com.

Speaker speaker\_0: At Gmail? Uh, can you change that to Gmail? It's the same address but just put it to Gmail because, you know, they switched up their whole thing.

Speaker speaker\_1: Okay. Yeah. You still want me to keep the other one also as a secondary email?

Speaker speaker\_0: No, they don't really use Live anymore.

Speaker speaker\_1: Okay. That's fine. All right. Give me one second while I get that pulled up. I'll be right back.

Speaker speaker\_0: I would... She's so cute. She's so cute. Okay. Send it. Yeah. Send it to me now. All right. Now I'm rolling. Genuinely. Yeah. Get this policy number off here. See if we can try that again. Oh. Now we can roll it. Oh. Okay. Yeah. The place I just went to is actually be able to get that. Yeah. You never had any, you've never been before? Oh, okay. Well, let's just say you have. Oh, okay.

Speaker speaker\_1: ... be looking, and it looks like your coverage hasn't become active yet. We're still waiting on receiving that first deduction, um, from your staffing agency.

Speaker speaker\_0: Yeah, I just started so, like, maybe, I, I guess a week ago- a week and a half, two weeks ago.

Speaker speaker\_1: So for you to, um, for me to give you that information, you would have to be active.

Speaker speaker\_0: All right. What, uh, what does active mean?

Speaker speaker\_1: So, your coverage should be active. Once we receive the first deduction, that following Monday is when your coverage becomes effective. So at the moment, your coverage isn't active yet.

Speaker speaker\_0: Okay. So, I'm guessing they'll send me that information and like, or-

Speaker speaker\_1: So if you don't-

Speaker speaker\_0: I, I, I actually don't know the process.

Speaker speaker\_1: So if you don't have active coverage, they haven't made your cards yet, and you don't have a policy number yet, 'cause we haven't received that first payment from your staffing agency for the plan to start.

Speaker speaker\_0: Okay. All right. Uh, yeah. I was just trying to get some antibiotic from the pharmacy. Uh, I guess I'll, I, I, I guess I'll just have to wait then?

Speaker speaker\_1: Yes, sir. Um, you're welcome to call back tomorrow to see if we've received it today, but for you to have, like, your coverage to become effective, um, they would have to do that first deduction from your paycheck of the \$30.35. Once you see that they made that first deduction of the \$30.35 come out of your first... out of your paycheck, the following Monday of that first deduction is when your coverage becomes effective. And then-

Speaker speaker\_0: Well, I got my first paycheck already. I mean, um-

Speaker speaker\_1: Did they do the deduction though, of the \$30.35?

Speaker speaker\_0: They took out like \$121. Let me, let me double check. Let me log on to the portal real quick.

Speaker speaker\_1: 'Cause for it to become active, they have to do that first deduction. And once they do that first deduction, the following Monday's when your coverage becomes effective.

Speaker speaker\_0: Should be active. That's strange. Hold on. I, I'm logging in right now. Like, literally.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Literally, they, they took \$121 out. I mean, th- you know, there's taxes obviously.

Speaker speaker\_1: So-

Speaker speaker\_0: But...

Speaker speaker\_1: Yeah. So it's only \$30.35 though.

Speaker speaker\_0: Oh.

Speaker speaker\_1: For the plan that you selected.

Speaker speaker\_0: Do we... I mean, it just says 121.48. I wish they had that one more detailed.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Um, taxable withholding, EW2 extent, 195C W... I don't know. Okay. All right. Um, so you want me to give you guys a call and all that?

Speaker speaker\_1: So, yeah. So if I was you, I would-

Speaker speaker\_0: I don't know.

Speaker speaker\_1: ... call tomorrow to see if we r- if, if we did get it, to see if we received that deduction. And then you should be in the green if so. And if we didn't, then we'll definitely let you know as well. But the moment that they do that first deduction from your paycheck of \$30.35 and we receive it, um, your coverage becomes active. But we're still waiting on your-

Speaker speaker\_0: And they'll mail the card?

Speaker speaker\_1: Yeah. So you got the dental, vision and the Ensure Plus Enhanced. So, that first week of your activation week, you should be getting your dental and vision cards either that Thursday or Friday, and then if you have a doctor's appointment or for some reason need your card, typically they're available for us to send it to you via email that Monday. That Wednesday or Thursday. So we can email that to you, but you do have to be active, of course, for them to start making your cards and stuff.

Speaker speaker\_0: I, I wonder if they didn't send it because you had the live.com instead of the gmail.com.

Speaker speaker\_1: No.

Speaker speaker\_0: I told them to change that.

Speaker speaker\_1: Um, so it's not, um, because of the email. It's just because we haven't received the deduction yet from your staffing agency. So we're still waiting on getting that.

Speaker speaker\_0: Okay. So you're absolutely positive that's the reason?

Speaker speaker\_1: Yes. Yeah.

Speaker speaker\_0: Okay. Nice.

Speaker speaker\_1: 'Cause you're not active. You're in the red right now, meaning that we didn't get a deduction yet. So we're just waiting-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... for your staffing agency to do that deduction. Once we receive it, you become active that following Monday, the first deduction. So if, um, let's say the \$30.35 is part of that deduction that you're seeing, then, um, you're gonna become active, but as of right now, we haven't received the deduction.

Speaker speaker\_0: Oh.

Speaker speaker\_1: So y- you're not active at the moment.

Speaker speaker\_0: Okay. Well, I appreciate everything.

Speaker speaker\_1: Yeah. So I will be taking-

Speaker speaker\_0: Um...

Speaker speaker\_1: ... a look at your, um, at your paycheck whenever they pay you and stuff 'cause once you see that first deduction, the following Monday you become active.

Speaker speaker\_0: Okay. All right. Uh, I'll, uh, give you guys a call back I guess, uh, I don't know, a couple days, tomorrow, something like that, you know?

Speaker speaker\_1: Okay. That's fine.

Speaker speaker\_0: See if we can get it early-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... or something like that.

Speaker speaker\_1: Okay, yeah. I would just call and ask if, if you have become active already and then, um, any of us will let you know if you have or haven't.

Speaker speaker\_0: Okay. Well, thank you very much. Have a good day.

Speaker speaker\_1: You're welcome. You do too.