

## **Transcript: Estefania**

**Acevedo-6508607258443776-5812578762571776**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Hi, there. Um, I recently just got benefits, like, last month. I'm a new employee with ISS. And, um, I have marketplace insurance till the beginning of the year. And when I signed up, I thought once I had insurance with my company that, you know, with you guys, that the healthcare marketplace would just end. But no, it goes till the end of the year. So, I need to put my insurance I got with you guys, like, on hold, or cancel it till the beginning of the year. Okay. 'Cause the on- the only thing I've used is the, um, the eye, the vision. Okay. So, I wouldn't have to check to see. I would have to get in your file, because the only times you're eligible to enroll, um, once you cancel is within your personal open enrollment period, which they consider the first 30 days of you receiving your first check, or when the company's in company open enrollment. So, I can check. Um- Okay. ... once I get in your file to see when they're in company open enrollment and when your personal open enrollment period ends. I can notify you. Okay. Okay? Um, what's the staffing agency that you're with? Innovative Staffing Solutions. Thank you. And then what are the last four of your Social? 1512. Okay. For security purposes, I do need you to verify your full address as well as your date of birth. 10/28/1965. 12376 Campground Road, Cloverdale, Indiana, 46120. Okay, thank you. 202-209-6298? Yeah. Okay. And then I have tap8822@gmail.com. Is that up to date? Correct. Okay, thank you. So, okay, the end of your personal open enrollment period was December 6th, so that's out. Um, the next eligible period that you're elig- eligible to enroll would be considered your company's open enrollment period, which I could check to see when that is. Give me one second, let me verify. Please, thank you. Mm-hmm. Okay. Uh, okay. And the only thing about it, there's no way for us to put a hold on your account. Um, and then the next company open enrollment period is in the month of June up until August for that company. So, if you cancel it- Okay. ... and then you call back later to enroll, they're gonna tell you that you have to enroll within company open enrollment, which it looks like for them, it's in the month of June. Okay. Um, then I need to, um, keep the major, like the- the hea- the med- the medical? Mm-hmm. One and- one and two are secondary medical- Okay. ... and regular medical. But I'd like to cancel all the other little stuff. Insure+ Enhanced? That's your- I mean, it'll take me \$200 a week. ... that's your medical plan? Yeah. And I need to keep- And then- ... the vision too. Okay. And did you- Not all the other ones are good for canceling. ... want to... Did you also want to keep your NEC, um, Standalone? That would be the plan that covers you, like, one physical visit a year, some vaccines, some STD and cancer screenings, and some counseling. Did you want to keep that one also or did you want me to cancel that one? Which one was it? Um, the NEC Standalone is one of the medical plans that covers, like, uh, one physical visit a year, some vaccinations, some STD and cancer screenings. So it's your- Yeah, I- ... preventative one. I just want to

keep, like, the- the medical. Okay. So your Insure+ Enhanced? Um, did you want to keep dental or did you want to get rid of dental? Can I keep dental and vision? Yes, sir. And then do you want to cancel all of the other ones? Yeah, yeah. \$200 a week just a little bit too much right now. Okay. Then I can re-enroll, like, in June for all the other stuff, like eye exams- Correct. ... and all that? Yes. So. What do you want? It's a toy. What you doing? You want to go outside? Want to go outside? Is that what you're wanting to do? You want to go outside Jaxson? Do you want to go outside? Come on. Okay. So, I have the Insure+ Enhanced for \$22.94. I have dental for \$3.98 for employee, and I have vision for \$1.99 for employee. That would be a weekly deduction from your paycheck of \$28.31. Do you allow these changes? Yes. Okay. Okay, so please allow one- uh, the cancellations and changes take seven to 10 days to process, so you still may experience one or two deductions from the other plans, um, but it shouldn't be more than two. Okay. Okay? And I- Yeah, they've been pretty, they've been pretty good about, um, changes and all that kind of stuff. So- Okay. Yes, sir. And I went ahead and did that, those changes, so that's gonna leave your medical plan, the Insure+, dental and vision for \$28.31. Awesome. All right. Well, did you have any more questions? You just have a wonderful night. Thank you, you too. Okay, bye. Bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

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

Speaker speaker\_2: Hi, there. Um, I recently just got benefits, like, last month. I'm a new employee with ISS. And, um, I have marketplace insurance till the beginning of the year. And when I signed up, I thought once I had insurance with my company that, you know, with you guys, that the healthcare marketplace would just end. But no, it goes till the end of the year. So, I need to put my insurance I got with you guys, like, on hold, or cancel it till the beginning of the year.

Speaker speaker\_1: Okay.

Speaker speaker\_2: 'Cause the on- the only thing I've used is the, um, the eye, the vision.

Speaker speaker\_1: Okay.

Speaker speaker\_2: So, I wouldn't have to check to see. I would have to get in your file, because the only times you're eligible to enroll, um, once you cancel is within your personal open enrollment period, which they consider the first 30 days of you receiving your first check, or when the company's in company open enrollment. So, I can check. Um- Okay.

Speaker speaker\_1: ... once I get in your file to see when they're in company open enrollment and when your personal open enrollment period ends. I can notify you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay? Um, what's the staffing agency that you're with?

Speaker speaker\_2: Innovative Staffing Solutions.

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

Speaker speaker\_2: 1512.

Speaker speaker\_1: Okay. For security purposes, I do need you to verify your full address as well as your date of birth.

Speaker speaker\_2: 10/28/1965. 12376 Campground Road, Cloverdale, Indiana, 46120.

Speaker speaker\_1: Okay, thank you. 202-209-6298?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. And then I have tap8822@gmail.com. Is that up to date?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay, thank you. So, okay, the end of your personal open enrollment period was December 6th, so that's out. Um, the next eligible period that you're elig- eligible to enroll would be considered your company's open enrollment period, which I could check to see when that is. Give me one second, let me verify.

Speaker speaker\_2: Please, thank you.

Speaker speaker\_1: Mm-hmm. Okay. Uh, okay. And the only thing about it, there's no way for us to put a hold on your account. Um, and then the next company open enrollment period is in the month of June up until August for that company. So, if you cancel it-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... and then you call back later to enroll, they're gonna tell you that you have to enroll within company open enrollment, which it looks like for them, it's in the month of June.

Speaker speaker\_2: Okay. Um, then I need to, um, keep the major, like the- the hea- the med- the medical?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: One and- one and two are secondary medical-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... and regular medical. But I'd like to cancel all the other little stuff.

Speaker speaker\_1: Insure+ Enhanced? That's your-

Speaker speaker\_2: I mean, it'll take me \$200 a week.

Speaker speaker\_1: ... that's your medical plan?

Speaker speaker\_2: Yeah. And I need to keep-

Speaker speaker\_1: And then-

Speaker speaker\_2: ... the vision too.

Speaker speaker\_1: Okay. And did you-

Speaker speaker\_2: Not all the other ones are good for canceling.

Speaker speaker\_1: ... want to... Did you also want to keep your NEC, um, Standalone? That would be the plan that covers you, like, one physical visit a year, some vaccines, some STD and cancer screenings, and some counseling. Did you want to keep that one also or did you want me to cancel that one?

Speaker speaker\_2: Which one was it?

Speaker speaker\_1: Um, the NEC Standalone is one of the medical plans that covers, like, uh, one physical visit a year, some vaccinations, some STD and cancer screenings. So it's your-

Speaker speaker\_2: Yeah, I-

Speaker speaker\_1: ... preventative one.

Speaker speaker\_2: I just want to keep, like, the- the medical.

Speaker speaker\_1: Okay. So your Insure+ Enhanced? Um, did you want to keep dental or did you want to get rid of dental?

Speaker speaker\_2: Can I keep dental and vision?

Speaker speaker\_1: Yes, sir. And then do you want to cancel all of the other ones?

Speaker speaker\_2: Yeah, yeah. \$200 a week just a little bit too much right now.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Then I can re-enroll, like, in June for all the other stuff, like eye exams-

Speaker speaker\_1: Correct.

Speaker speaker\_2: ... and all that?

Speaker speaker\_1: Yes.

Speaker speaker\_2: So.

Speaker speaker\_3: What do you want? It's a toy. What you doing? You want to go outside? Want to go outside? Is that what you're wanting to do? You want to go outside Jaxson? Do you want to go outside? Come on.

Speaker speaker\_1: Okay. So, I have the Insure+ Enhanced for \$22.94. I have dental for \$3.98 for employee, and I have vision for \$1.99 for employee. That would be a weekly deduction from your paycheck of \$28.31. Do you allow these changes?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Okay, so please allow one- uh, the cancellations and changes take seven to 10 days to process, so you still may experience one or two deductions from the other plans, um, but it shouldn't be more than two.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay? And I-

Speaker speaker\_2: Yeah, they've been pretty, they've been pretty good about, um, changes and all that kind of stuff. So-

Speaker speaker\_1: Okay. Yes, sir. And I went ahead and did that, those changes, so that's gonna leave your medical plan, the Insure+, dental and vision for \$28.31.

Speaker speaker\_2: Awesome.

Speaker speaker\_1: All right. Well, did you have any more questions?

Speaker speaker\_2: You just have a wonderful night.

Speaker speaker\_1: Thank you, you too.

Speaker speaker\_2: Okay, bye.

Speaker speaker\_1: Bye.