

## **Transcript: Estefania**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card . My name is Stephanie. How can I assist you? Hi, I was calling to see if I'm eligible for, um, coverage. Okay. Um, what staffing agency do you work for? I work for Creative Circle. Okay. And then what is the last part of your social? 5570. Okay. Thank you. And your first and last name? Madison DeLong. Thank you. Okay. For security purposes, I will need you to verify your full address and your date of birth. Um, it's 1109 Shorewood Drive, Bremerton, Washington 98312. And, um, date of birth is 12-11-86. Thank you. Is your... a good phone number the 817-235-6884? Yes. Okay. Yeah. And then I have your last name period madison@gmail.com. Is that up to date? Yes. Okay. Thank you. And then you said you wanted to sign up for coverage? So you actually have- Yeah. ... a pending enrollment, um, for the Intra Plus Enhanced, Group Accident, Dental, Critical Illness, Term Life, Vision and Behavior Health. Um, did you... Um, let me see if you're enrolled. Like- Yeah. I, I signed up at the, um, like, uh, there was, like, a little bubble on the website that said, "Call to see if you're eligible." So I- Mm-hmm. Oh, so, uh, yeah. You are, since there was in-company open enrollment, and you did it correct. Um, it looks like you selected- Oh, yay. ... an Intra Plus Enhanced for employee only for \$24.38; Group Accident for employee only for \$2.01; Dental for employee only for \$3.64; Critical Illness for employee only, \$2.51; Term Life for employee only- Yes. ... \$2.11; Vision for employee only, \$2.15; and then your Behavior Health for employee only for \$1.50, which would be a total of a weekly deduction of \$38.30. Does that sound correct? That does sound correct. Okay. And the only thing- Uh, okay, great. ... um, that it looks like we're missing from you, um, was your beneficiary for, let's see, what plan, for your Group Accident and your Critical Illness plan. What, what is Group Accident, by the way? Group Acci-... I can actually, I can, um, go over what it covers. So Group Accident's 24 hours- Yeah. ... since the accident. If that, if something was to happen to you. So for hospital emergency room, they would cover \$250. Physician office, they would cover \$50. Emergency dental work, they would cover \$50. Hospital admission, they would cover \$250. Daily hospital confinement, they would cover \$100. Intensive care, they would cover \$200. AD&D;, employee up to 15,000; spouse up to 15,000; children, 7,500. If the ambulance has to get you for some reason, ground or air, they would cover 250; and medical imaging, \$100. Um, and that would be a weekly deduction of just \$2.01. Okay. And then, um, they said they needed a beneficiary? Yes, for your, if something was to happen to you. Um, who do you want to put down as the beneficiary? Um, I would put, um, Andrew Lawrence. Okay. And do you just wanna put Andrew down? Yes. Okay. And then the relationship? Partner. Okay. Did you have any questions about anything? I was gonna tell you, um, that please allow one or two weeks for your staffing agency to start making that deduction. Once you see the first deduction of the \$38.30 come out of your paycheck, the following Monday of that first deduction is when you

have active coverage. And then by that first week of your activation week, you should be receiving two cards. Um, either that Thursday or Friday of our first week of having active coverage, you should be getting your dental card and your vision card. And if you do want a physical card for your Intra Plus Enhanced plan, they normally don't send that one out to the member. So if you do wanna, um, a physical one, you're welcome to give us a call that first Monday that you have active coverage to put in a request for a physical one. Because for your medical card, they normally don't send those out. You do have to request it once you're active. So you're welcome to give us a call, and we'll put in that request, and then you should be getting that one within seven to 10 business days, but you're definitely gonna get your dental and vision first. Okay, cool. And then- All right. Well, thank you. Mm-hmm. And I was gonna also tell you, if you have, like, a doctor's appointment coming up and you still don't have your cards, you're welcome to give us a call, and if they're available, we can email them to you as well. Okay, great. And then did you- Awesome. Thank you. Were you aware already about the Section 125? No. What's that? No. Okay, let me see what plans have that under... Oh, so it looks like just one. Uh, never mind, you didn't select the plan that has that IRS regulation, so just disregard that. Okay. All right. Well, you're all set. Now you really just have to wait for your staffing agency to start making that first deduction. All right. Thank you very much. You're welcome. Have a nice day. You too. 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 Card . My name is Stephanie. How can I assist you?

Speaker speaker\_2: Hi, I was calling to see if I'm eligible for, um, coverage.

Speaker speaker\_1: Okay. Um, what staffing agency do you work for?

Speaker speaker\_2: I work for Creative Circle.

Speaker speaker\_1: Okay. And then what is the last part of your social?

Speaker speaker\_2: 5570.

Speaker speaker\_1: Okay. Thank you. And your first and last name?

Speaker speaker\_2: Madison DeLong.

Speaker speaker\_1: Thank you. Okay. For security purposes, I will need you to verify your full address and your date of birth.

Speaker speaker\_2: Um, it's 1109 Shorewood Drive, Bremerton, Washington 98312. And, um, date of birth is 12-11-86.

Speaker speaker\_1: Thank you. Is your... a good phone number the 817-235-6884?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And then I have your last name period madison@gmail.com. Is that up to date?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Thank you. And then you said you wanted to sign up for coverage? So you actually have-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... a pending enrollment, um, for the Intra Plus Enhanced, Group Accident, Dental, Critical Illness, Term Life, Vision and Behavior Health. Um, did you... Um, let me see if you're enrolled. Like-

Speaker speaker\_2: Yeah. I, I signed up at the, um, like, uh, there was, like, a little bubble on the website that said, "Call to see if you're eligible." So I-

Speaker speaker\_1: Mm-hmm. Oh, so, uh, yeah. You are, since there was in-company open enrollment, and you did it correct. Um, it looks like you selected-

Speaker speaker\_2: Oh, yay.

Speaker speaker\_1: ... an Intra Plus Enhanced for employee only for \$24.38; Group Accident for employee only for \$2.01; Dental for employee only for \$3.64; Critical Illness for employee only, \$2.51; Term Life for employee only-

Speaker speaker\_2: Yes.

Speaker speaker\_1: ... \$2.11; Vision for employee only, \$2.15; and then your Behavior Health for employee only for \$1.50, which would be a total of a weekly deduction of \$38.30. Does that sound correct?

Speaker speaker\_2: That does sound correct.

Speaker speaker\_1: Okay. And the only thing-

Speaker speaker\_2: Uh, okay, great.

Speaker speaker\_1: ... um, that it looks like we're missing from you, um, was your beneficiary for, let's see, what plan, for your Group Accident and your Critical Illness plan.

Speaker speaker\_2: What, what is Group Accident, by the way?

Speaker speaker\_1: Group Acci-... I can actually, I can, um, go over what it covers. So Group Accident's 24 hours-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... since the accident. If that, if something was to happen to you. So for hospital emergency room, they would cover \$250. Physician office, they would cover \$50.

Emergency dental work, they would cover \$50. Hospital admission, they would cover \$250. Daily hospital confinement, they would cover \$100. Intensive care, they would cover \$200. AD&D;, employee up to 15,000; spouse up to 15,000; children, 7,500. If the ambulance has to get you for some reason, ground or air, they would cover 250; and medical imaging, \$100. Um, and that would be a weekly deduction of just \$2.01.

Speaker speaker\_2: Okay. And then, um, they said they needed a beneficiary?

Speaker speaker\_1: Yes, for your, if something was to happen to you. Um, who do you want to put down as the beneficiary?

Speaker speaker\_2: Um, I would put, um, Andrew Lawrence.

Speaker speaker\_1: Okay. And do you just wanna put Andrew down?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And then the relationship?

Speaker speaker\_2: Partner.

Speaker speaker\_1: Okay. Did you have any questions about anything? I was gonna tell you, um, that please allow one or two weeks for your staffing agency to start making that deduction. Once you see the first deduction of the \$38.30 come out of your paycheck, the following Monday of that first deduction is when you have active coverage. And then by that first week of your activation week, you should be receiving two cards. Um, either that Thursday or Friday of our first week of having active coverage, you should be getting your dental card and your vision card. And if you do want a physical card for your Intra Plus Enhanced plan, they normally don't send that one out to the member. So if you do wanna, um, a physical one, you're welcome to give us a call that first Monday that you have active coverage to put in a request for a physical one. Because for your medical card, they normally don't send those out. You do have to request it once you're active. So you're welcome to give us a call, and we'll put in that request, and then you should be getting that one within seven to 10 business days, but you're definitely gonna get your dental and vision first.

Speaker speaker\_2: Okay, cool.

Speaker speaker\_1: And then-

Speaker speaker\_2: All right. Well, thank you.

Speaker speaker\_1: Mm-hmm. And I was gonna also tell you, if you have, like, a doctor's appointment coming up and you still don't have your cards, you're welcome to give us a call, and if they're available, we can email them to you as well.

Speaker speaker\_2: Okay, great.

Speaker speaker\_1: And then did you-

Speaker speaker\_2: Awesome. Thank you.

Speaker speaker\_1: Were you aware already about the Section 125?

Speaker speaker\_2: No. What's that?

Speaker speaker\_1: No. Okay, let me see what plans have that under... Oh, so it looks like just one. Uh, never mind, you didn't select the plan that has that IRS regulation, so just disregard that.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Well, you're all set. Now you really just have to wait for your staffing agency to start making that first deduction.

Speaker speaker\_2: All right. Thank you very much.

Speaker speaker\_1: You're welcome. Have a nice day.

Speaker speaker\_2: You too. Bye.