

## Transcript: Estefania

**Acevedo-6599360374063104-5705438126882816**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Okay. Hi. Good morning. I was calling because I have, um, to enroll but I'm having issues logging in. Okay. Um, so you- were you trying to enroll into benefits? I could do that over the phone. Yes. That's fine. Okay. Um, what's the staffing agency that you're with? Uh, BG Staffing. Okay. And then, what is the last four of your social? Two, three, three, four. And then your first and last name, please. Jessica Martinez. . And then for security purposes. And then date of birth. I'm sorry. 7854 Log Hollow, Houston, Texas, 77040. And then your date of birth, please? 12/12/1991. No. Okay. And then I have 832-608-4391- Yes. ... as your phone number and then I have jessica.martinez2828@yahoo.com? Yes, ma'am. Okay. Thank you. And then, how could I help you? I just need to enroll in benefits. Okay. So, it looks like you actually already have coverage. You have, um- Oh, okay. ... virtual primary care, dental, vision and then you have your preventative plan. That comes out to be \$36.03. Okay. And it looks like this is actually your first week with active coverage. Oh, wow. That's amazing. That's great. Because I just need to go to the doctor. Um, and how do I know who, who I'm in coverage with or networking? So, whenever you get your card, um, there's that multi-plan network phone number who you can contact to find providers. Uh, right now, I could check real quick to see if your cards are available and if they are, I could send them to your email file. May be a possibility that they're not available yet, but I can check real quick. And then since this is your first week with activation, you should be getting your physical cards on either Thursday or Friday of this week. Oh, that's great. Great, great, great. Do you want me to check real quick to see if they may be available? No, I'll check my- I'll check my mail. I'm pretty sure they're probably in there. Um, I can check real quick if you want. Just to make sure. Yeah. 'Cause they might not be available yet 'cause it's Tuesday. Normally, the email ones I have noticed that they're available either that Wednesday or that Thursday. But if you want, I can check real quick and if so- oh, I'll just go ahead and send them to you. Okay, great. Um, do you mind getting put on a brief hold while, while I check that real quick? Yeah. That's fine. Thank you for your hold, Jessica. I'm going to check. Go ahead. I'm sorry. Not available for me to send the card number. All right. Check back tomorrow and send it to you if it's available and then I'll give you a call if it is. Oh, that'd be great. I can check throughout the week if that's- if that's something you want me to do. Yes, please. Okay. I, I am trying to hurry up and use benefits before, um, I'm- before I don't have it. Okay! Yeah, yeah. That's fine. Um, so I'll be checking out throughout the week and then once I send them to you, I'll give you a call to notify you that I did that. And if I don't get ahold of you, I'll just leave you a voicemail but I'll send them either way. Perfect. Is that a good email? So it's jessica.martinez2828@yahoo.com? Yes, ma'am. Okay. Yeah. So I'll leave myself a note for that. Perfect. Thank you so much. You're welcome. Have a nice day.

## Conversation Format

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

Speaker speaker\_2: Okay. Hi. Good morning. I was calling because I have, um, to enroll but I'm having issues logging in.

Speaker speaker\_0: Okay. Um, so you- were you trying to enroll into benefits? I could do that over the phone.

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

Speaker speaker\_0: Okay. Um, what's the staffing agency that you're with?

Speaker speaker\_2: Uh, BG Staffing.

Speaker speaker\_0: Okay. And then, what is the last four of your social?

Speaker speaker\_2: Two, three, three, four.

Speaker speaker\_0: And then your first and last name, please.

Speaker speaker\_2: Jessica Martinez. .

Speaker speaker\_0: And then for security purposes. And then date of birth.

Speaker speaker\_2: I'm sorry. 7854 Log Hollow, Houston, Texas, 77040.

Speaker speaker\_0: And then your date of birth, please?

Speaker speaker\_2: 12/12/1991. No. Okay.

Speaker speaker\_0: And then I have 832-608-4391-

Speaker speaker\_2: Yes.

Speaker speaker\_0: ... as your phone number and then I have jessica.martinez2828@yahoo.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_0: Okay. Thank you. And then, how could I help you?

Speaker speaker\_2: I just need to enroll in benefits.

Speaker speaker\_0: Okay. So, it looks like you actually already have coverage. You have, um-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_0: ... virtual primary care, dental, vision and then you have your preventative plan. That comes out to be \$36.03.

Speaker speaker\_2: Okay.

Speaker speaker\_0: And it looks like this is actually your first week with active coverage.

Speaker speaker\_2: Oh, wow. That's amazing. That's great. Because I just need to go to the doctor. Um, and how do I know who, who I'm in coverage with or networking?

Speaker speaker\_0: So, whenever you get your card, um, there's that multi-plan network phone number who you can contact to find providers. Uh, right now, I could check real quick to see if your cards are available and if they are, I could send them to your email file. May be a possibility that they're not available yet, but I can check real quick. And then since this is your first week with activation, you should be getting your physical cards on either Thursday or Friday of this week.

Speaker speaker\_2: Oh, that's great. Great, great, great.

Speaker speaker\_0: Do you want me to check real quick to see if they may be available?

Speaker speaker\_2: No, I'll check my- I'll check my mail. I'm pretty sure they're probably in there.

Speaker speaker\_0: Um, I can check real quick if you want. Just to make sure.

Speaker speaker\_2: Yeah.

Speaker speaker\_0: 'Cause they might not be available yet 'cause it's Tuesday. Normally, the email ones I have noticed that they're available either that Wednesday or that Thursday. But if you want, I can check real quick and if so- oh, I'll just go ahead and send them to you.

Speaker speaker\_2: Okay, great.

Speaker speaker\_0: Um, do you mind getting put on a brief hold while, while I check that real quick?

Speaker speaker\_2: Yeah. That's fine.

Speaker speaker\_0: Thank you for your hold, Jessica. I'm going to check.

Speaker speaker\_1: Go ahead. I'm sorry.

Speaker speaker\_0: Not available for me to send the card number. All right. Check back tomorrow and send it to you if it's available and then I'll give you a call if it is.

Speaker speaker\_2: Oh, that'd be great.

Speaker speaker\_0: I can check throughout the week if that's- if that's something you want me to do.

Speaker speaker\_2: Yes, please.

Speaker speaker\_0: Okay.

Speaker speaker\_2: I, I am trying to hurry up and use benefits before, um, I'm- before I don't have it.

Speaker speaker\_0: Okay! Yeah, yeah. That's fine. Um, so I'll be checking out throughout the week and then once I send them to you, I'll give you a call to notify you that I did that. And if I don't get ahold of you, I'll just leave you a voicemail but I'll send them either way.

Speaker speaker\_2: Perfect.

Speaker speaker\_0: Is that a good email? So it's [jessica.martinez2828@yahoo.com](mailto:jessica.martinez2828@yahoo.com)?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_0: Okay. Yeah. So I'll leave myself a note for that.

Speaker speaker\_2: Perfect. Thank you so much.

Speaker speaker\_0: You're welcome. Have a nice day.