

## Transcript: Estefania

**Acevedo-6626174033510400-6611222648373248**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hello. How you doing? Um, uh, they, I gave, they gave me this number. I, I needed, uh, I just started, uh, working for this company, TRC, and, um, they told me to call this number to get my policy number, my insurance number. Okay. Yes, sir. Um, what staff... You said PRC, right? PRC, yes. And then, what are the last four of your social? Uh, 7369. And your first and last name? Uh, Marcos Cruz. Sorry, my computer's slow. It's okay. You said 7369, correct? Marcos Cruz... For security purposes, can you verify your address and date of birth for me? Oh, hello? Hello? Can you hear me? Hello? Hello? Hello? Can you hear me? Yeah, I hear you. Um, can you please verify your address and date of birth for me? I'm sorry. I don't know if I kinda broke off there for a second. Yeah, I didn't hear nothing. Uh, yeah, it's, uh, 2301 Buena Vista Circle, uh, Gainesville, Georgia 30504. And what else did you say? Uh, your birthday. Uh, January 15th, 1992. 678-725-1375 is your phone number? Yes. Okay. Um, mcruz151@hotmail.com, is it still up to date? Yeah. That's correct. Um, so I'm looking right now, and you're still not active yet. You did enroll. However, for you to become active, your staffing agency, which is PRC, has to make the first deduction from your paycheck, and they haven't done that yet. Ah. Okay. So, we're still waiting on the very, the very first one. I would ask when they're thinking about doing your first deduction, because once they do the first deduction from your paycheck of the 41.67, the following Monday of that first deduction that they do, um, you become active, the following Monday of that first deduction. Oh. Okay. Sorry. Um, they were supposed to do it by the third, but it looks like they didn't. Yeah. So, we're still waiting on them to do the first one. Okay. Yeah, 'cause I- And then when you become active- I... Uh-huh. Mm-hmm. And then I was gonna tell you, once that week- ... I called- Uh-huh. I'm sorry. Uh-huh. Go ahead. Go ahead. Finish. I was gonna tell you that that first week that you have active coverage, by that- Yeah. ... Thursday or Friday, you should be getting your cards, um, which is going to be dental and vision, and then for your medical card, which is the VIP standard card, normally that medical card, they don't send it out to you. So, once you become active, if you do want a physical card, you're welcome to contact us and we can request it. But you do have to be active already. Um, so the following Monday of your active coverage, if you do want a physical medical card, you can give us a call and we'll put in a request. Um, as well as- Oh. ... if you have the doctor's appointment, dentist appointment, vision appointment, and you're still waiting on your cards, we can send them electronically as well. Um, but yeah. Okay. So- We're still working on, on them to do the first deduction. I guess they told you to call us 'cause no... Since we are the healthcare- Yeah. ... administrators, we can see if you're active already, but you're not active since they haven't done the first deduction of the 41.67 yet. So, I would be looking at your pay stubs to see when they finally do that first deduction. So, for example, if you get paid, let's say today or tomorrow- Ah. ... and they finally... You get your check and you

see that they finally deducted the 41.67, then that would mean the 24th, your coverage would become effective. But, um, I would just look at your pay stubs to see when they finally do the first one. Typically, it takes one or two weeks, but some staffing agencies do take longer to do the first deduction. So, I would totally ask when are they- Okay. ... thinking about doing the first one. Okay. I'll, I'll go ahead and ask. Um, I mean, I'll, I'll stay, I'll stay on the lookout for that. Mm-hmm. But, so for example, if, uh, my daughter in this thing, 'cause I have a family plan, um, with it. Let's say my daughter went to the doctor the, this week, it wasn't, it wouldn't be covered? Yeah. It wouldn't cover. Correct. No, unfortunately not, because they don't cover past, um, services. If you didn't have coverage, it would have to be- Yeah. ... whenever you're active a- already, unfortunately. Okay. All right. Yeah. Um, I'll keep that in mind then. Uh, so you... Like, right now, I, I can't... I don't have no policy number or nothing yet? Cor- Correct. Yeah, because you're not active yet. Like, you're enrolled. All right. But you're still not active because there's no... In other words, you haven't, like, paid for it yet. Yeah. Okay. So, they haven't deducted it. So they haven't- Okay. ... paid anything. Let's see. Hmm. Yeah, they haven't. I already checked. Uh, I have... This is my second check, uh, with them, so... Hmm. Okay. Yeah. I'll just, uh, ma- I think, uh, next week, maybe it should be in there. Yeah. And then since we're just the administrators, we don't have any, like, access to payroll or anything like that. So, unfortunately- Yeah. ... I wouldn't be able to tell you when they would do that first deduction. It really just depends on PRC when they do the first one, but I would ask. Okay. I'll ask them. Mm-hmm. I'll, I will. I'll ask them. Mm-hmm. Yeah. Thank you so much. You're welcome. Have a nice day. All right. You too.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hello. How you doing? Um, uh, they, I gave, they gave me this number. I, I needed, uh, I just started, uh, working for this company, TRC, and, um, they told me to call this number to get my policy number, my insurance number.

Speaker speaker\_0: Okay. Yes, sir. Um, what staff... You said PRC, right?

Speaker speaker\_1: PRC, yes.

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

Speaker speaker\_1: Uh, 7369.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Uh, Marcos Cruz.

Speaker speaker\_0: Sorry, my computer's slow.

Speaker speaker\_1: It's okay.

Speaker speaker\_0: You said 7369, correct? Marcos Cruz... For security purposes, can you verify your address and date of birth for me? Oh, hello? Hello? Can you hear me? Hello? Hello? Hello? Can you hear me?

Speaker speaker\_1: Yeah, I hear you.

Speaker speaker\_0: Um, can you please verify your address and date of birth for me? I'm sorry. I don't know if I kinda broke off there for a second.

Speaker speaker\_1: Yeah, I didn't hear nothing. Uh, yeah, it's, uh, 2301 Buena Vista Circle, uh, Gainesville, Georgia 30504. And what else did you say?

Speaker speaker\_0: Uh, your birthday.

Speaker speaker\_1: Uh, January 15th, 1992.

Speaker speaker\_0: 678-725-1375 is your phone number?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, mcruz151@hotmail.com, is it still up to date?

Speaker speaker\_1: Yeah. That's correct.

Speaker speaker\_0: Um, so I'm looking right now, and you're still not active yet. You did enroll. However, for you to become active, your staffing agency, which is PRC, has to make the first deduction from your paycheck, and they haven't done that yet.

Speaker speaker\_1: Ah. Okay.

Speaker speaker\_0: So, we're still waiting on the very, the very first one. I would ask when they're thinking about doing your first deduction, because once they do the first deduction from your paycheck of the 41.67, the following Monday of that first deduction that they do, um, you become active, the following Monday of that first deduction.

Speaker speaker\_1: Oh. Okay. Sorry.

Speaker speaker\_0: Um, they were supposed to do it by the third, but it looks like they didn't.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: So, we're still waiting on them to do the first one.

Speaker speaker\_1: Okay. Yeah, 'cause I-

Speaker speaker\_0: And then when you become active-

Speaker speaker\_1: I... Uh-huh.

Speaker speaker\_0: Mm-hmm. And then I was gonna tell you, once that week-

Speaker speaker\_1: ... I called-

Speaker speaker\_0: Uh-huh. I'm sorry.

Speaker speaker\_1: Uh-huh. Go ahead. Go ahead. Finish.

Speaker speaker\_0: I was gonna tell you that that first week that you have active coverage, by that-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... Thursday or Friday, you should be getting your cards, um, which is going to be dental and vision, and then for your medical card, which is the VIP standard card, normally that medical card, they don't send it out to you. So, once you become active, if you do want a physical card, you're welcome to contact us and we can request it. But you do have to be active already. Um, so the following Monday of your active coverage, if you do want a physical medical card, you can give us a call and we'll put in a request. Um, as well as-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... if you have the doctor's appointment, dentist appointment, vision appointment, and you're still waiting on your cards, we can send them electronically as well. Um, but yeah.

Speaker speaker\_1: Okay. So-

Speaker speaker\_0: We're still working on, on them to do the first deduction. I guess they told you to call us 'cause no... Since we are the healthcare-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... administrators, we can see if you're active already, but you're not active since they haven't done the first deduction of the 41.67 yet. So, I would be looking at your pay stubs to see when they finally do that first deduction. So, for example, if you get paid, let's say today or tomorrow-

Speaker speaker\_1: Ah.

Speaker speaker\_0: ... and they finally... You get your check and you see that they finally deducted the 41.67, then that would mean the 24th, your coverage would become effective. But, um, I would just look at your pay stubs to see when they finally do the first one. Typically, it takes one or two weeks, but some staffing agencies do take longer to do the first deduction. So, I would totally ask when are they-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... thinking about doing the first one.

Speaker speaker\_1: Okay. I'll, I'll go ahead and ask. Um, I mean, I'll, I'll stay, I'll stay on the lookout for that.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: But, so for example, if, uh, my daughter in this thing, 'cause I have a family plan, um, with it. Let's say my daughter went to the doctor the, this week, it wasn't, it wouldn't be covered?

Speaker speaker\_0: Yeah. It wouldn't cover. Correct. No, unfortunately not, because they don't cover past, um, services. If you didn't have coverage, it would have to be-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... whenever you're active a- already, unfortunately.

Speaker speaker\_1: Okay. All right.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Um, I'll keep that in mind then. Uh, so you... Like, right now, I, I can't... I don't have no policy number or nothing yet?

Speaker speaker\_0: Cor- Correct. Yeah, because you're not active yet. Like, you're enrolled.

Speaker speaker\_1: All right.

Speaker speaker\_0: But you're still not active because there's no... In other words, you haven't, like, paid for it yet.

Speaker speaker\_1: Yeah. Okay.

Speaker speaker\_0: So, they haven't deducted it. So they haven't-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... paid anything. Let's see.

Speaker speaker\_1: Hmm. Yeah, they haven't. I already checked. Uh, I have... This is my second check, uh, with them, so...

Speaker speaker\_0: Hmm. Okay.

Speaker speaker\_1: Yeah. I'll just, uh, ma- I think, uh, next week, maybe it should be in there.

Speaker speaker\_0: Yeah. And then since we're just the administrators, we don't have any, like, access to payroll or anything like that. So, unfortunately-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... I wouldn't be able to tell you when they would do that first deduction. It really just depends on PRC when they do the first one, but I would ask.

Speaker speaker\_1: Okay. I'll ask them.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: I'll, I will. I'll ask them.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Yeah. Thank you so much.

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

Speaker speaker\_1: All right. You too.