

## **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? Uh, yeah, someone had just called me from this number and I didn't realize I had answered it. Okay. Um, so we're the healthcare administrators for staff and agencies. Most likely has to be re- regarding an enrollment. Um, are you- Oh, okay. ... currently with a staffing agency? Yes. I, I believe so. Okay, what's the name of the agency? Crown Staffing. And then, what are the last four of your Social? 6933. For security purposes, I do need you to verify your full address as well as your date of birth. That'd be 7922 Metropolitan Avenue, Kansas City, Kansas, 66111, and then my birthday is 03/25/19- 1991. Okay. Is your phone number 913-7440-602? Yep. And then I have buddy, your last name, 566@gmail.com. Is that correct? Yeah. Okay. Give me one second. Let me see w- why they gave you a call. Give me one second. Okay. Okay. Thank you for your hold, sir. So it looks like the reason for the call was, um, regarding your lapse coverage, meaning that you currently don't have active coverage for this week. Okay. For the week of the 16 up until the 22nd. Okay. I don't believe I enrolled into coverage, so I don't... 'Cause it don't automatically come out, right? It does. It's weekly deductions from your paycheck. But it looks like- Oh, okay. ... we didn't receive a deduction for this week, so for this week, you don't have, um, coverage. I believe that's why you received that text message notifying you, uh, for this week- Okay. I- ... not active coverage. But they do weekly deductions for these, um, uh, for this plan from your paycheck. Do you know how much that is, the weekly deduction is for that plan? So you have the MEC TeleRN, which is their preventative plan. That looks like it's a weekly deduction of \$15.62 from your paycheck. Okay. All right. And then, do you wanna know what it covers? Uh, sure. Yeah. So this plan is only a preventative, meaning it's only gonna cover, like, one physical visit a year, some vaccinations, some STD and cancer screening, and even some counselings. But it doesn't cover any doctor visits if you were to get sick, any hospital visits, urgent care, emergency room, nor surgeries. So it's only- All right. ... for preventatives. Um, and then it looks like your company, it i-... They are within company open enrollment, so you could enroll into additional benefits. But like I said, it is weekly deductions from your pay. Okay. All right. Well, I appreciate it. You're welcome. Did you have any more questions? I don't believe so. Okay. Well, thank you for your time. I hope you have a great day. Yes. 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: Uh, yeah, someone had just called me from this number and I didn't realize I had answered it.

Speaker speaker\_1: Okay. Um, so we're the healthcare administrators for staff and agencies. Most likely has to be re- regarding an enrollment. Um, are you-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: ... currently with a staffing agency?

Speaker speaker\_2: Yes. I, I believe so.

Speaker speaker\_1: Okay, what's the name of the agency?

Speaker speaker\_2: Crown Staffing.

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

Speaker speaker\_2: 6933.

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

Speaker speaker\_2: That'd be 7922 Metropolitan Avenue, Kansas City, Kansas, 66111, and then my birthday is 03/25/19- 1991.

Speaker speaker\_1: Okay. Is your phone number 913-7440-602?

Speaker speaker\_2: Yep.

Speaker speaker\_1: And then I have buddy, your last name, 566@gmail.com. Is that correct?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. Give me one second. Let me see w- why they gave you a call. Give me one second.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Thank you for your hold, sir. So it looks like the reason for the call was, um, regarding your lapse coverage, meaning that you currently don't have active coverage for this week.

Speaker speaker\_2: Okay.

Speaker speaker\_1: For the week of the 16 up until the 22nd.

Speaker speaker\_2: Okay. I don't believe I enrolled into coverage, so I don't... 'Cause it don't automatically come out, right?

Speaker speaker\_1: It does. It's weekly deductions from your paycheck. But it looks like-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: ... we didn't receive a deduction for this week, so for this week, you don't have, um, coverage. I believe that's why you received that text message notifying you, uh, for this week-

Speaker speaker\_2: Okay. I-

Speaker speaker\_1: ... not active coverage. But they do weekly deductions for these, um, uh, for this plan from your paycheck.

Speaker speaker\_2: Do you know how much that is, the weekly deduction is for that plan?

Speaker speaker\_1: So you have the MEC TeleRN, which is their preventative plan. That looks like it's a weekly deduction of \$15.62 from your paycheck.

Speaker speaker\_2: Okay. All right.

Speaker speaker\_1: And then, do you wanna know what it covers?

Speaker speaker\_2: Uh, sure. Yeah.

Speaker speaker\_1: So this plan is only a preventative, meaning it's only gonna cover, like, one physical visit a year, some vaccinations, some STD and cancer screening, and even some counselings. But it doesn't cover any doctor visits if you were to get sick, any hospital visits, urgent care, emergency room, nor surgeries. So it's only-

Speaker speaker\_2: All right.

Speaker speaker\_1: ... for preventatives. Um, and then it looks like your company, it i-... They are within company open enrollment, so you could enroll into additional benefits. But like I said, it is weekly deductions from your pay.

Speaker speaker\_2: Okay. All right. Well, I appreciate it.

Speaker speaker\_1: You're welcome. Did you have any more questions?

Speaker speaker\_2: I don't believe so.

Speaker speaker\_1: Okay. Well, thank you for your time. I hope you have a great day.

Speaker speaker\_2: Yes. You too. Bye.