

## **Transcript: Estefania**

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### **Full Transcript**

Thank you for calling Benefit to the Card. My name is Stephanie. How can I assist you? Hello, Stephanie. I called the other day to have my kids added to my health insurance, but I don't think the lady understood me right. So I wanted to see if that was done, and if not, I can get it done. Okay, yeah. Um, what staff and agency do you work for? MAU. And what are the last four of your Social? 9898. And your first and last name? Danielle Hopper. For security purposes, could you verify your address and date of birth? Yeah. Address is 20 Private Road 35605 in Tyler, Texas 75473. And my birthday is 10-3-89. Okay. 405-683-1195 is your phone number? Yes. Okay, thank you. And then what's a good email? It's blackburndanielle@gmail.com. Okay, thank you. All right, let's see. Okay, so it looks like you have... Sorry about that. Dental, vision, and then the MEC Enhanced. You have dental employee plus family, which is you, yourself... Oh, I'm sorry. Your- yourself, your kids, and then yourself. Vision- Mm-hmm. ... yourself, your kids and yourself, and then the MEC Enhanced, which is your medical plan for the employee only. Okay, I want to add my kids to the... that. To the, um, medical one? Yes. Okay. And then I have employee plus child for your medical is \$41.95. Is that okay? Okay, that's, that's fine. Okay, so your new total is gonna be \$63.58. Do you allow me to make these changes? Yes. Okay. Okay, I do have to let you know that, um, it does take 7 to 10 days for any changes to process, so there is a possibility that you still may experience one or two deductions of just \$44.76. But once you experience that first deduction of the 63.58, that's when your child get included in your MEC Enhanced plan. Okay. Okay? So they have been added. All right, thank you. You're welcome. Did you have any other questions? I was gonna tell you that those three are under Section 125, so if you do want to cancel, you would have to call, um, like, no longer than a day, because today would technically be your last day to make changes. Okay. All right, that's fine. All right. Well, I hope you have a great day. They have been added. All right, thank you. Bye-bye. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefit to the Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hello, Stephanie. I called the other day to have my kids added to my health insurance, but I don't think the lady understood me right. So I wanted to see if that was done, and if not, I can get it done.

Speaker speaker\_0: Okay, yeah. Um, what staff and agency do you work for?

Speaker speaker\_1: MAU.

Speaker speaker\_0: And what are the last four of your Social?

Speaker speaker\_1: 9898.

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

Speaker speaker\_1: Danielle Hopper.

Speaker speaker\_0: For security purposes, could you verify your address and date of birth?

Speaker speaker\_1: Yeah. Address is 20 Private Road 35605 in Tyler, Texas 75473. And my birthday is 10-3-89.

Speaker speaker\_0: Okay. 405-683-1195 is your phone number?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, thank you. And then what's a good email?

Speaker speaker\_1: It's blackburndanielle@gmail.com.

Speaker speaker\_0: Okay, thank you. All right, let's see. Okay, so it looks like you have... Sorry about that. Dental, vision, and then the MEC Enhanced. You have dental employee plus family, which is you, yourself... Oh, I'm sorry. Your- yourself, your kids, and then yourself. Vision-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... yourself, your kids and yourself, and then the MEC Enhanced, which is your medical plan for the employee only.

Speaker speaker\_1: Okay, I want to add my kids to the... that.

Speaker speaker\_0: To the, um, medical one?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And then I have employee plus child for your medical is \$41.95. Is that okay?

Speaker speaker\_1: Okay, that's, that's fine.

Speaker speaker\_0: Okay, so your new total is gonna be \$63.58. Do you allow me to make these changes?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Okay, I do have to let you know that, um, it does take 7 to 10 days for any changes to process, so there is a possibility that you still may experience one or two deductions of just \$44.76. But once you experience that first deduction of the 63.58, that's when your child get included in your MEC Enhanced plan.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay? So they have been added.

Speaker speaker\_1: All right, thank you.

Speaker speaker\_0: You're welcome. Did you have any other questions? I was gonna tell you that those three are under Section 125, so if you do want to cancel, you would have to call, um, like, no longer than a day, because today would technically be your last day to make changes.

Speaker speaker\_1: Okay. All right, that's fine.

Speaker speaker\_0: All right. Well, I hope you have a great day. They have been added.

Speaker speaker\_1: All right, thank you. Bye-bye.

Speaker speaker\_0: Thank you.