

## Transcript: Francesca

**Baez-4696850899845120-5957393669341184**

### Full Transcript

Thank you for calling Benefits in a Card, my name is Francesca. How can I assist you today? Hi, Francesca. Can you send me my benefits card? What's the company name you work with? Uh, Wagner Staffing. And what is the last four of the social and the last name? Uh, 6880 and last name is Bounyavouth, B-O-U-N-Y-A-V-O-U-T-H. You said Wagner Services last four of the social 6880? No, Wagner Staffing. Wagner Staffing. Yes, ma'am. That staffing company's name itself is Wagner Service Solutions. The last four of your social was 6880, correct? Yes, that is correct. Did you just recently started working with them? Yep. So you don't have benefits at the moment 'cause we don't have any account for you in our system. Oh. Have you received your first pay check yet? Um, I should get it this Fri- tomorrow. Okay. So more than likely by Monday then if you're getting paid this week, we'll have your file. That will mean that currently you do not have any active benefits with Wagner Services Solutions. Mm-hmm. If you were looking to, which I believe you weren't, but if you were looking to decline coverage with them, we'll have to open an account. Um, if coverage is not declined, they have a company policy of auto enrollment which will get you automatically enrolled into a medical preventive care plan. Mm-hmm. The only thing is that plan is specifically preventative only. So the only thing that's going to cover is your preventative services like your annual physical, your screenings for blood pressure, iron deficiency and such, counseling for healthy diet, avoiding UV exposures from the sun, along with your generic preventative prescriptions and immunizations. But it's not going to cover- Would it cover birth control? Yes, ma'am. It says preventative. Okay, so do I... So am not, am I covered for preventative today? No, ma'am, 'cause you haven't been enrolled. No payment has been deducted for benefits and you haven't been enrolled into anything. So how do I get enrolled? 'Cause I already signed up to get enrolled for it. Now when you say you already signed up for it, did you fill out an enrollment form? Yes, ma'am, when I signed up with the company, yes. I signed up with the company three weeks ago. So we have... Was it an online? Yes, through them, yes. Okay, so they should be sending that form out at some point then, 'cause we haven't received it just yet. Um, we do have the option of making a file for you, but I will need your full social for it. 'Cause if I send that- I can't. ... it would just be waiting for them to send it. Okay, it's 411-596880. I'm not feeling well right now. I need to go see a doctor, that's why. Well, um, keep in mind, ma'am, even if I enrolled you today, you're not going to be active right away. The process of enrollment takes two to three weeks in total. Oh, God. Let me just hang my drop off. Okay. Oh gosh, hold on. Do you want me to hold off? Do you- Go ahead. No, um, do you reach out to St- um, to Wagner or do I need to reach back out to them? Um, no, ma'am. So if you're already going to get paid this week, it will mean that your file itself should be sent out to us between Monday to Wednesday, if I'm not mistaking. Monday to Wednesday? Okay. Yes, ma'am. Um, it is still going to be those two to three weeks after we receive it for that policy to

become active. Okay, I'll talk to them. Thank you so much. You're welcome. Have a great day. You too. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card, my name is Francesca. How can I assist you today?

Speaker speaker\_1: Hi, Francesca. Can you send me my benefits card?

Speaker speaker\_0: What's the company name you work with?

Speaker speaker\_1: Uh, Wagner Staffing.

Speaker speaker\_0: And what is the last four of the social and the last name?

Speaker speaker\_1: Uh, 6880 and last name is Bounyavouth, B-O-U-N-Y-A-V-O-U-T-H.

Speaker speaker\_0: You said Wagner Services last four of the social 6880?

Speaker speaker\_1: No, Wagner Staffing. Wagner Staffing.

Speaker speaker\_0: Yes, ma'am. That staffing company's name itself is Wagner Service Solutions. The last four of your social was 6880, correct?

Speaker speaker\_1: Yes, that is correct.

Speaker speaker\_0: Did you just recently started working with them?

Speaker speaker\_1: Yep.

Speaker speaker\_0: So you don't have benefits at the moment 'cause we don't have any account for you in our system.

Speaker speaker\_1: Oh.

Speaker speaker\_0: Have you received your first pay check yet?

Speaker speaker\_1: Um, I should get it this Fri- tomorrow.

Speaker speaker\_0: Okay. So more than likely by Monday then if you're getting paid this week, we'll have your file. That will mean that currently you do not have any active benefits with Wagner Services Solutions.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: If you were looking to, which I believe you weren't, but if you were looking to decline coverage with them, we'll have to open an account. Um, if coverage is not declined, they have a company policy of auto enrollment which will get you automatically enrolled into a medical preventive care plan.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: The only thing is that plan is specifically preventative only. So the only thing that's going to cover is your preventative services like your annual physical, your screenings for blood pressure, iron deficiency and such, counseling for healthy diet, avoiding UV exposures from the sun, along with your generic preventative prescriptions and immunizations. But it's not going to cover-

Speaker speaker\_1: Would it cover birth control?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: It says preventative. Okay, so do I... So am not, am I covered for preventative today?

Speaker speaker\_0: No, ma'am, 'cause you haven't been enrolled. No payment has been deducted for benefits and you haven't been enrolled into anything.

Speaker speaker\_1: So how do I get enrolled? 'Cause I already signed up to get enrolled for it.

Speaker speaker\_0: Now when you say you already signed up for it, did you fill out an enrollment form?

Speaker speaker\_1: Yes, ma'am, when I signed up with the company, yes. I signed up with the company three weeks ago.

Speaker speaker\_0: So we have... Was it an online?

Speaker speaker\_1: Yes, through them, yes.

Speaker speaker\_0: Okay, so they should be sending that form out at some point then, 'cause we haven't received it just yet. Um, we do have the option of making a file for you, but I will need your full social for it. 'Cause if I send that-

Speaker speaker\_1: I can't.

Speaker speaker\_0: ... it would just be waiting for them to send it.

Speaker speaker\_1: Okay, it's 411-596880. I'm not feeling well right now. I need to go see a doctor, that's why.

Speaker speaker\_0: Well, um, keep in mind, ma'am, even if I enrolled you today, you're not going to be active right away. The process of enrollment takes two to three weeks in total.

Speaker speaker\_1: Oh, God. Let me just hang my drop off.

Speaker speaker\_0: Okay. Oh gosh, hold on. Do you want me to hold off?

Speaker speaker\_1: Do you-

Speaker speaker\_0: Go ahead.

Speaker speaker\_1: No, um, do you reach out to St- um, to Wagner or do I need to reach back out to them?

Speaker speaker\_0: Um, no, ma'am. So if you're already going to get paid this week, it will mean that your file itself should be sent out to us between Monday to Wednesday, if I'm not mistaking.

Speaker speaker\_1: Monday to Wednesday? Okay.

Speaker speaker\_0: Yes, ma'am. Um, it is still going to be those two to three weeks after we receive it for that policy to become active.

Speaker speaker\_1: Okay, I'll talk to them. Thank you so much.

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

Speaker speaker\_1: You too. Bye-bye.