

## Transcript: Francesca

**Baez-4741267501563904-4731117352992768**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 24. Hi, my name is Francesca. How can I assist you today? Hi. Um, I got a phone call from this number. I was just trying to figure out why. So we're a call center. We administer the health insurance of the staffing companies. Okay. And unfortunately, that call could either have come from your staffing company system or it could have been one of my coworkers trying to reach you. All right. I don't see any record of us calling you out. All right. Yeah, 'cause um- Oh, I see. Why- ... the time it was, uh, it was at 2:02 today. Yeah, I see why it wasn't showing. It shows that when they did it, they canceled it, either the system or the person. If you like, I can access your account to see if they left any note on it. Um, yeah, that'd be fine. What staffing company do you work with? Uh, I work with MAU. And what are the last four of the Social and your last name, please? Uh, 2649 and Moore, M-O-O-R-E. All right. And for security purposes, can you please verify your mailing address and date of birth? Uh, Moore, M-O-O-R-E, Arron, A-R-R-O-N, the number 24 at gmail.com. September 3rd, 1989. Okay, so I actually need your mailing address. My mailing... Uh, 311 Lori, L-O-R-I Drive, Seneca, South Carolina 29678. You show best phone number to call, same as caller ID shows, ending in 9368. Yes, ma'am. And we have your email down as the one that you verified just now. Yes, ma'am. Okay, so the reason that we were calling is due to the fact that there's a pending enrollment in your account for benefits for employee only. However, it shows that there was a dependent activated for a spouse. So we were calling to verify if the benefits were supposed to be for you only or if you forgot to add the spouse selection on there, because we did have her information but not a plan selected for employee and spouse, if that makes sense. Yes, ma'am. Um, no, it's just supposed to be me. Um, me and her are going through a divorce, and I just don't want her on my plan no more, so- Understood. So you didn't have any active coverage before submitting that enrollment today. Um- The previous representative that did that call did deactivate her, so the benefits are just going to be for yourself once they become active. Okay. Um, the last coverage that I had was, uh, with COBRA and they were going to renew at the beginning of the year or whatever it is, but I'm no longer with that company, so... Understood. Okay, so she did deactivate it, so you are all set. All that's left is for us to Yes. ... process through. Usually it takes on average one to two weeks for your staffing company to start making those deductions. Okay. And the minute that you see that first deduction, the following Monday, coverage will become effective and that same week of activation, Friday will be when your carrier mails out the benefit cards. Alrighty. Right now the only thing I do have to add to that is for the specific medical plan that you selected, the carrier is American Public Life. Mm-hmm. They only do a virtual benefit card when you become active. That gets sent to the email we have on file. However, if you need a hard copy sent to you, once we have the deduction, give us a call so that we can go ahead and put the request for it. Okay. Um-

And then you're also going to be receiving an email in regards to that benefit for behavior health that you're enrolled into. Okay. All right. Now, do you have any questions in regards to the enrollment or the benefits that you would like to ask? Uh, no, ma'am. Understood. Thank you so much, Mr. Moore, for returning the call. I hope you have a wonderful rest of your day. All right. Thank you. You do the same. Bye-bye. All right. 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 24. Hi, my name is Francesca. How can I assist you today?

Speaker speaker\_2: Hi. Um, I got a phone call from this number. I was just trying to figure out why.

Speaker speaker\_1: So we're a call center. We administer the health insurance of the staffing companies.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And unfortunately, that call could either have come from your staffing company system or it could have been one of my coworkers trying to reach you.

Speaker speaker\_2: All right.

Speaker speaker\_1: I don't see any record of us calling you out.

Speaker speaker\_2: All right. Yeah, 'cause um-

Speaker speaker\_1: Oh, I see. Why-

Speaker speaker\_2: ... the time it was, uh, it was at 2:02 today.

Speaker speaker\_1: Yeah, I see why it wasn't showing. It shows that when they did it, they canceled it, either the system or the person. If you like, I can access your account to see if they left any note on it.

Speaker speaker\_2: Um, yeah, that'd be fine.

Speaker speaker\_1: What staffing company do you work with?

Speaker speaker\_2: Uh, I work with MAU.

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

Speaker speaker\_2: Uh, 2649 and Moore, M-O-O-R-E.

Speaker speaker\_1: All right. And for security purposes, can you please verify your mailing address and date of birth?

Speaker speaker\_2: Uh, Moore, M-O-O-R-E, Arron, A-R-R-O-N, the number 24 at gmail.com. September 3rd, 1989.

Speaker speaker\_1: Okay, so I actually need your mailing address.

Speaker speaker\_2: My mailing... Uh, 311 Lori, L-O-R-I Drive, Seneca, South Carolina 29678.

Speaker speaker\_1: You show best phone number to call, same as caller ID shows, ending in 9368.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And we have your email down as the one that you verified just now.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay, so the reason that we were calling is due to the fact that there's a pending enrollment in your account for benefits for employee only. However, it shows that there was a dependent activated for a spouse. So we were calling to verify if the benefits were supposed to be for you only or if you forgot to add the spouse selection on there, because we did have her information but not a plan selected for employee and spouse, if that makes sense.

Speaker speaker\_2: Yes, ma'am. Um, no, it's just supposed to be me. Um, me and her are going through a divorce, and I just don't want her on my plan no more, so-

Speaker speaker\_1: Understood. So you didn't have any active coverage before submitting that enrollment today.

Speaker speaker\_2: Um-

Speaker speaker\_1: The previous representative that did that call did deactivate her, so the benefits are just going to be for yourself once they become active.

Speaker speaker\_2: Okay. Um, the last coverage that I had was, uh, with COBRA and they were going to renew at the beginning of the year or whatever it is, but I'm no longer with that company, so...

Speaker speaker\_1: Understood. Okay, so she did deactivate it, so you are all set. All that's left is for us to

Speaker speaker\_3: Yes.

Speaker speaker\_1: ... process through. Usually it takes on average one to two weeks for your staffing company to start making those deductions.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And the minute that you see that first deduction, the following Monday, coverage will become effective and that same week of activation, Friday will be when your carrier mails out the benefit cards.

Speaker speaker\_2: Alrighty.

Speaker speaker\_1: Right now the only thing I do have to add to that is for the specific medical plan that you selected, the carrier is American Public Life.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: They only do a virtual benefit card when you become active. That gets sent to the email we have on file. However, if you need a hard copy sent to you, once we have the deduction, give us a call so that we can go ahead and put the request for it.

Speaker speaker\_2: Okay. Um-

Speaker speaker\_1: And then you're also going to be receiving an email in regards to that benefit for behavior health that you're enrolled into.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Now, do you have any questions in regards to the enrollment or the benefits that you would like to ask?

Speaker speaker\_2: Uh, no, ma'am.

Speaker speaker\_1: Understood. Thank you so much, Mr. Moore, for returning the call. I hope you have a wonderful rest of your day.

Speaker speaker\_2: All right. Thank you. You do the same.

Speaker speaker\_1: Bye-bye.

Speaker speaker\_2: All right. Bye.