

## **Transcript: Francesca**

**Baez-4884858231799808-5805710024589312**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Uh, yeah, I just got a text from, um, my job saying to call this number. Okay. I'm guessing- I'm calling for insurance. Okay. What did the text message say? Um, let's see. It says, "Congrats on your job with Innovative. Um, call Benefits in a Card." Okay, so it could be that you very well recently started working with them. They could be sending you a message in regards to your personal enrollment period for the health insurance. Okay. Hmm. Yeah, something- Did you want to enroll into one? Yeah. Oh, yeah, I want to enroll. Okay. What are the last four of your Social? 2867. And the last name? Um, what kind of benefit is this though? The... Is it just the insurance? So this is a health insurance, their PPO Limited Plan. Oh, okay. That's what I thought. Um, and what is it in your account? The last four of your Social to locate your account. Oh, yeah. 2867. And the last name? Mandrell. Please verify your mailing address and date of birth to make sure I'm in the right account. Okay. Date of birth is 10/26/1992. Address is 501 West Missouri Avenue, Apartment 206, Sandoval, Illinois, 62882. I have that phone number to reach you down as 618-367-1759? Yes. And we have your email down as lastnamefirstname@gmail.com? Yes. Okay. And did you know which... Bear with me one moment. Actually, you're already enrolled into benefits. We received the form that you filled out on November 13 where you- Okay. ... requested critical illness for employee only and short-term disability and then medical insure plus basic dental term life, which is your life insurance and visual for yourself and child, which it shows that it is ALEC and Anabatis. We're just waiting on the activation payment to be deducted from your pay stub. Oh, okay. Was there any changes to that policy that you wanted to make or do those sound like the benefit plans you wanted to be enrolled into? Um, nope, that sounds fine. Understood. Right, so once you see that very first deduction, following Monday is gonna be when your policy gets activated. And then that same week of activation, Friday is when your carriers will mail out your benefit cards. Now, your medical carrier is American Public Life, as well as for your dental. However, for the medical plan specifically, they only do a digital copy. So only your vision and dental's gonna be sent to your house. If you do- Okay. ... want a hard copy, once you become active, just give us a call and we can put in an email request for you. Okay. All right. Was there anything else that we can assist you with today? No, ma'am. That'll be all. All right. Thank you so much for giving us a call today. I hope you have a wonderful rest of your day. All right. Thank you. Can I ask you a question? No problem, ma'am. Can I ask about this?

### **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 Francesca. How can I assist you today?

Speaker speaker\_2: Uh, yeah, I just got a text from, um, my job saying to call this number.

Speaker speaker\_1: Okay. I'm guessing-

Speaker speaker\_2: I'm calling for insurance.

Speaker speaker\_1: Okay. What did the text message say?

Speaker speaker\_2: Um, let's see. It says, "Congrats on your job with Innovative. Um, call Benefits in a Card."

Speaker speaker\_1: Okay, so it could be that you very well recently started working with them. They could be sending you a message in regards to your personal enrollment period for the health insurance.

Speaker speaker\_2: Okay. Hmm. Yeah, something-

Speaker speaker\_1: Did you want to enroll into one?

Speaker speaker\_2: Yeah. Oh, yeah, I want to enroll.

Speaker speaker\_1: Okay. What are the last four of your Social?

Speaker speaker\_2: 2867.

Speaker speaker\_1: And the last name?

Speaker speaker\_2: Um, what kind of benefit is this though? The... Is it just the insurance?

Speaker speaker\_1: So this is a health insurance, their PPO Limited Plan.

Speaker speaker\_2: Oh, okay. That's what I thought. Um, and what is it in your account?

Speaker speaker\_1: The last four of your Social to locate your account.

Speaker speaker\_2: Oh, yeah. 2867.

Speaker speaker\_1: And the last name?

Speaker speaker\_2: Mandrell.

Speaker speaker\_1: Please verify your mailing address and date of birth to make sure I'm in the right account.

Speaker speaker\_2: Okay. Date of birth is 10/26/1992. Address is 501 West Missouri Avenue, Apartment 206, Sandoval, Illinois, 62882.

Speaker speaker\_1: I have that phone number to reach you down as 618-367-1759?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And we have your email down as lastnamefirstname@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And did you know which... Bear with me one moment. Actually, you're already enrolled into benefits. We received the form that you filled out on November 13 where you-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... requested critical illness for employee only and short-term disability and then medical insure plus basic dental term life, which is your life insurance and visual for yourself and child, which it shows that it is ALEC and Anabatis. We're just waiting on the activation payment to be deducted from your pay stub.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Was there any changes to that policy that you wanted to make or do those sound like the benefit plans you wanted to be enrolled into?

Speaker speaker\_2: Um, nope, that sounds fine.

Speaker speaker\_1: Understood. Right, so once you see that very first deduction, following Monday is gonna be when your policy gets activated. And then that same week of activation, Friday is when your carriers will mail out your benefit cards. Now, your medical carrier is American Public Life, as well as for your dental. However, for the medical plan specifically, they only do a digital copy. So only your vision and dental's gonna be sent to your house. If you do-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... want a hard copy, once you become active, just give us a call and we can put in an email request for you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Was there anything else that we can assist you with today?

Speaker speaker\_2: No, ma'am. That'll be all.

Speaker speaker\_1: All right. Thank you so much for giving us a call today. I hope you have a wonderful rest of your day.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_3: Can I ask you a question?

Speaker speaker\_1: No problem, ma'am.

Speaker speaker\_3: Can I ask about this?