

## **Transcript: Francesca**

**Baez-5354226387828736-6598948980834304**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Yes, hello. Good afternoon. My name is Francesca benefits and no card calling to speak with Miss Tina on behalf of her Stella Terra Staffing. This is her. All right. So I went ahead and took a look into your MVP enrollment. Um, as well- Uh-huh. ... in regards to the benefit card. Uh-huh. Um, they did inform me that the reason why you have not seen that deduction back in January was because your coverage was supposed to be effective the start of February 1st. Yes, and then they took the money out on February the 14th. Mm-hmm. So they told me it was gonna retro back to February 1st. Correct. Yes, ma'am. Um, and then what I... They went ahead and clarified that information for me. They also did provide me with the benefit card for that MVP plan, which I have sent to your email as well. Okay. All right. And that is for the medical, correct? Yes, ma'am. All right. All right. Thank you so much. Of course. Was there anything else that we can assist you with or just that? Yeah, it was just that. All right. Well, I do hope you have a wonderful rest of your day and thank you for your patience in allowing me to assist you. All right. Thank you. Bye-bye. Mm-hmm. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Yes, hello. Good afternoon. My name is Francesca benefits and no card calling to speak with Miss Tina on behalf of her Stella Terra Staffing.

Speaker speaker\_2: This is her.

Speaker speaker\_1: All right. So I went ahead and took a look into your MVP enrollment. Um, as well-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... in regards to the benefit card.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Um, they did inform me that the reason why you have not seen that deduction back in January was because your coverage was supposed to be effective the start of February 1st.

Speaker speaker\_2: Yes, and then they took the money out on February the 14th.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: So they told me it was gonna retro back to February 1st.

Speaker speaker\_1: Correct. Yes, ma'am. Um, and then what I... They went ahead and clarified that information for me. They also did provide me with the benefit card for that MVP plan, which I have sent to your email as well.

Speaker speaker\_2: Okay. All right. And that is for the medical, correct?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: All right. All right. Thank you so much.

Speaker speaker\_1: Of course. Was there anything else that we can assist you with or just that?

Speaker speaker\_2: Yeah, it was just that.

Speaker speaker\_1: All right. Well, I do hope you have a wonderful rest of your day and thank you for your patience in allowing me to assist you.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: Bye-bye.

Speaker speaker\_2: Mm-hmm. Bye.