

Transcript: Francesca

Baez-6511523725361152-5047792696868864

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hello. How are you? Good. How are you today, sir? How can I help you? Uh, uh, I got my Benefits card, so... They said to... They text me few days ago about the same, you have to enroll my benefits. Okay. So if you already have coverage and you receive a text message about enrolling into coverage, it could very well be that your staffing company is doing their open enrollment period and that's why you received this. That doesn't necessarily mean that you don't have coverage at the moment. You said what? Yes, sir. If you already have coverage and your Benefit Card, but you receive a text message informing you to call to enroll, it does not necessarily mean that you don't have coverage. It could be that your company is having an open enrollment period. Yeah. Well, I got a card, so but they tell me, they told me I have to enroll the card this, this month, enrollment, the card. No, sir. If you already have the Benefit Card, you don't have to enroll or activate the Benefit Card. It's already active. It's already active? Yes, sir. Once you receive an insurance Benefit Card, that means that your policy has been activated. I can take a look at the setup of your current policy, but if you already have a Benefit Card, you don't have to enroll unless you're making changes because you already have coverage. Oh, okay. Yes, sir. I don't know how... I don't need to, uh, to enroll again? No, sir. If you're already enrolled- Because- Yeah, already I, is active. Yes, sir. So if you're already enrolled, you don't have to re-enroll. So, but how? My company texts me, they say we have to enroll again. I don't... If again, I don't know because I r- received a message here on my phone. What staffing company do you work with? Mm. This is the Resource. Yes, sir. The Resource Company- The Resource- ... is on open enrollment period at the moment. I think you're just misunderstanding the message. Okay. Maybe I will try to call them to ask them what I can do. Before you say is- They will... Go ahead. Huh? Go ahead. You say what? I said go ahead, sir. Say whichever it is that you would like to tell me. Yeah. I s- um, let me, uh, uh, try to call them again to ask them if they... If my card is, uh, activation is no need, uh, to enroll again, I don't know. Because I received this message- They're going to advise you to speak with us, sir, because we're the administrator for the health insurance, as I have advised you multiple times, sir. If you already have a health insurance card, you don't have to enroll unless you're making coverage changes. Okay. If you, for example, if you enroll into a dental plan and you receive a Dental Benefit Card, that means that your policy has been activated. You don't have to re-enroll into something you already have. Okay. Does that make sense? Thank you. Yeah. If you say that, yeah, let me follow, let me just follow that why, that's, uh, the, what you say. Because already I, I get it. Already I got it. Already I, I activated, activated before. So, so let me call them again to ask them why they're texting me. Sure thing, sir. Okay. Was there anything else that I can assist you with today? Mm-hmm. No. Just only that. All right. Well, I do hope you have a wonderful

rest of your day. Thank you for calling Benefits in a Card today. Yeah. Thank you. My pleasure. Goodbye. Bye-bye. 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: Hello. How are you?

Speaker speaker_0: Good. How are you today, sir? How can I help you?

Speaker speaker_1: Uh, uh, I got my Benefits card, so... They said to... They text me few days ago about the same, you have to enroll my benefits.

Speaker speaker_0: Okay. So if you already have coverage and you receive a text message about enrolling into coverage, it could very well be that your staffing company is doing their open enrollment period and that's why you received this. That doesn't necessarily mean that you don't have coverage at the moment.

Speaker speaker_1: You said what?

Speaker speaker_0: Yes, sir. If you already have coverage and your Benefit Card, but you receive a text message informing you to call to enroll, it does not necessarily mean that you don't have coverage. It could be that your company is having an open enrollment period.

Speaker speaker_1: Yeah. Well, I got a card, so but they tell me, they told me I have to enroll the card this, this month, enrollment, the card.

Speaker speaker_0: No, sir. If you already have the Benefit Card, you don't have to enroll or activate the Benefit Card. It's already active.

Speaker speaker_1: It's already active?

Speaker speaker_0: Yes, sir. Once you receive an insurance Benefit Card, that means that your policy has been activated. I can take a look at the setup of your current policy, but if you already have a Benefit Card, you don't have to enroll unless you're making changes because you already have coverage.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: I don't know how... I don't need to, uh, to enroll again?

Speaker speaker_0: No, sir. If you're already enrolled-

Speaker speaker_1: Because- Yeah, already I, is active.

Speaker speaker_0: Yes, sir. So if you're already enrolled, you don't have to re-enroll.

Speaker speaker_1: So, but how? My company texts me, they say we have to enroll again. I don't... If again, I don't know because I r- received a message here on my phone.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Mm. This is the Resource.

Speaker speaker_0: Yes, sir. The Resource Company-

Speaker speaker_1: The Resource-

Speaker speaker_0: ... is on open enrollment period at the moment. I think you're just misunderstanding the message.

Speaker speaker_1: Okay. Maybe I will try to call them to ask them what I can do. Before you say is-

Speaker speaker_0: They will... Go ahead.

Speaker speaker_1: Huh?

Speaker speaker_0: Go ahead.

Speaker speaker_1: You say what?

Speaker speaker_0: I said go ahead, sir. Say whichever it is that you would like to tell me.

Speaker speaker_1: Yeah. I s- um, let me, uh, uh, try to call them again to ask them if they... If my card is, uh, activation is no need, uh, to enroll again, I don't know. Because I received this message-

Speaker speaker_0: They're going to advise you to speak with us, sir, because we're the administrator for the health insurance, as I have advised you multiple times, sir. If you already have a health insurance card, you don't have to enroll unless you're making coverage changes.

Speaker speaker_1: Okay.

Speaker speaker_0: If you, for example, if you enroll into a dental plan and you receive a Dental Benefit Card, that means that your policy has been activated. You don't have to re-enroll into something you already have.

Speaker speaker_1: Okay.

Speaker speaker_0: Does that make sense?

Speaker speaker_1: Thank you. Yeah. If you say that, yeah, let me follow, let me just follow that why, that's, uh, the, what you say. Because already I, I get it. Already I got it. Already I, I activated, activated before. So, so let me call them again to ask them why they're texting me.

Speaker speaker_0: Sure thing, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: Was there anything else that I can assist you with today?

Speaker speaker_1: Mm-hmm. No. Just only that.

Speaker speaker_0: All right. Well, I do hope you have a wonderful rest of your day. Thank you for calling Benefits in a Card today.

Speaker speaker_1: Yeah. Thank you.

Speaker speaker_0: My pleasure. Goodbye.

Speaker speaker_1: Bye-bye. Bye-bye.