

## Transcript: Justin

**Mills-5638214461997056-6411980704104448**

### Full Transcript

Thank you for calling Benefits Center Card. This is Justin. How can I help you today? Uh, yeah, I set up my profile. I'm with, uh, American Staff Corp. And I was wondering if it's activated, uh, through you guys so I can go to the, uh, medicals and the doctor and, you know, all that good stuff. Yeah, let me check on that. So American Staff Corp., what's the last four of your social? It's, uh, 3740. And your first and last name? Um, uh, Maggi, M-A-G-G-I, and then Martin, M-A-R-T-I-N. And for security purposes- ... could you verify your home address, including city, state and zip code, Maggi? Yeah, it's, um, 125, the letter C, like the, C like cat, and then, uh, Southeast Street, Inola, I-N-O-L-A, uh, 74036 Oklahoma. And your date of birth? Um, it's March 7th, 1992, 37- And a good telephone number- ... 1992. And a good telephone number I have is 918-370-8691. Uh, yeah, that's the number I'm using, yes, sir. And the email I have is martinmaggi20@gmail? Yes, sir. Okay, so let's see here. Okay. Um, so looking at the file, looks like you became active in, uh, coverage as of February 10th. Um, have you received your physical ID card yet, or no? Yeah. I have it in my hands, yes. And it's my employee ID. Are you ready for me to give it to you? Um, let's see here. So what were you specifically needing, like the coverage, uh, of that now? Uh, oh, yeah, uh, yeah. I was wondering, uh, what, i- if it's correct on my ID, uh, to you? Here, give me one second. Um, okay. And what's that member ID number? Uh, the, i- is it, um- Employee ID. ... capital letter D and then, and then 47903421? Correct, that's the ID card that I have, yes. Okay. And, and it covers, uh, dental, vision and, uh, medical. Um, so looking at the file, just tells me you're covered for the MEC TeleRx, which is preventative services only, as well as, uh, subscription to FreeRx, which gives out free or discounted prescription coverage. I'm not seeing anything regarding- Oh. ... dental or vision. Oh, it's just medical? Correct, preventative services. Oh. Uh, yeah, 'cause in the file it said vision and dental. Do I have to sign up for that? Um. Can I sign- We- Can I sign up for it today? Um, so looking at the hire date, you're outside of your personal open enrollment period, which is 30 days from your first paycheck, so we wouldn't be able to add dental or vision today unless you experienced a qualified- Oh, okay. ... life event. Oh, okay. Um, so when, uh, what's the qualified, or what does that mean? Um, so a qualified life event can be considered as marriage or divorce, uh, birth or adoption of a child or involuntary loss of coverage, um, or you could wait until American Staff Corp's next open enrollment period, uh, which, let me verify that when that should be. Okay. So they had their last open enrollment from December 9th to December 20th, uh, so I presume sometime around that time this year. Oh. Okay, so December 20th and then what, you said, what? December 9th through the December 20th was their open enrollment for last year- Oh. ... 2024. So I presume sometime around that time for this year is when their next open enrollment period would be. Oh, okay. So I have to wait till December? Correct. For the vision and... Okay. Okay. All right. Well, thank you, sir. You're welcome. Is there anything else I can

assist you with- No, I- ... today, Maggi? Uh, no, sir. Awesome. We have- Thank you. ... a wonderful day. You're welcome. All right. Have a wonderful day. Goodbye. You as well. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits Center Card. This is Justin. How can I help you today?

Speaker speaker\_1: Uh, yeah, I set up my profile. I'm with, uh, American Staff Corp. And I was wondering if it's activated, uh, through you guys so I can go to the, uh, medicals and the doctor and, you know, all that good stuff.

Speaker speaker\_0: Yeah, let me check on that. So American Staff Corp., what's the last four of your social?

Speaker speaker\_1: It's, uh, 3740.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Um, uh, Maggi, M-A-G-G-I, and then Martin, M-A-R-T-I-N.

Speaker speaker\_0: And for security purposes- ... could you verify your home address, including city, state and zip code, Maggi?

Speaker speaker\_1: Yeah, it's, um, 125, the letter C, like the, C like cat, and then, uh, Southeast Street, Inola, I-N-O-L-A, uh, 74036 Oklahoma.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: Um, it's March 7th, 1992, 37-

Speaker speaker\_0: And a good telephone number-

Speaker speaker\_1: ... 1992.

Speaker speaker\_0: And a good telephone number I have is 918-370-8691.

Speaker speaker\_1: Uh, yeah, that's the number I'm using, yes, sir.

Speaker speaker\_0: And the email I have is martinmaggi20@gmail?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay, so let's see here.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, so looking at the file, looks like you became active in, uh, coverage as of February 10th. Um, have you received your physical ID card yet, or no?

Speaker speaker\_1: Yeah. I have it in my hands, yes. And it's my employee ID. Are you ready for me to give it to you?

Speaker speaker\_0: Um, let's see here. So what were you specifically needing, like the coverage, uh, of that now?

Speaker speaker\_1: Uh, oh, yeah, uh, yeah. I was wondering, uh, what, i- if it's correct on my ID, uh, to you?

Speaker speaker\_0: Here, give me one second.

Speaker speaker\_1: Um, okay.

Speaker speaker\_0: And what's that member ID number?

Speaker speaker\_1: Uh, the, i- is it, um-

Speaker speaker\_0: Employee ID.

Speaker speaker\_1: ... capital letter D and then, and then 47903421?

Speaker speaker\_0: Correct, that's the ID card that I have, yes.

Speaker speaker\_1: Okay. And, and it covers, uh, dental, vision and, uh, medical.

Speaker speaker\_0: Um, so looking at the file, just tells me you're covered for the MEC TeleRx, which is preventative services only, as well as, uh, subscription to FreeRx, which gives out free or discounted prescription coverage. I'm not seeing anything regarding-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... dental or vision.

Speaker speaker\_1: Oh, it's just medical?

Speaker speaker\_0: Correct, preventative services.

Speaker speaker\_1: Oh. Uh, yeah, 'cause in the file it said vision and dental. Do I have to sign up for that?

Speaker speaker\_0: Um.

Speaker speaker\_1: Can I sign-

Speaker speaker\_0: We-

Speaker speaker\_1: Can I sign up for it today?

Speaker speaker\_0: Um, so looking at the hire date, you're outside of your personal open enrollment period, which is 30 days from your first paycheck, so we wouldn't be able to add dental or vision today unless you experienced a qualified-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: ... life event.

Speaker speaker\_1: Oh, okay. Um, so when, uh, what's the qualified, or what does that mean?

Speaker speaker\_0: Um, so a qualified life event can be considered as marriage or divorce, uh, birth or adoption of a child or involuntary loss of coverage, um, or you could wait until American Staff Corp's next open enrollment period, uh, which, let me verify that when that should be.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So they had their last open enrollment from December 9th to December 20th, uh, so I presume sometime around that time this year.

Speaker speaker\_1: Oh. Okay, so December 20th and then what, you said, what?

Speaker speaker\_0: December 9th through the December 20th was their open enrollment for last year-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... 2024. So I presume sometime around that time for this year is when their next open enrollment period would be.

Speaker speaker\_1: Oh, okay. So I have to wait till December?

Speaker speaker\_0: Correct.

Speaker speaker\_1: For the vision and... Okay. Okay. All right. Well, thank you, sir.

Speaker speaker\_0: You're welcome. Is there anything else I can assist you with-

Speaker speaker\_1: No, I-

Speaker speaker\_0: ... today, Maggi?

Speaker speaker\_1: Uh, no, sir.

Speaker speaker\_0: Awesome. We have-

Speaker speaker\_1: Thank you.

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

Speaker speaker\_1: All right. Have a wonderful day. Goodbye.

Speaker speaker\_0: You as well. Bye-bye.