

## Transcript: Justin

**Mills-6506908312190976-6723526128615424**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? This is Tina Chenault, and I called earlier this morning to get my open enrollment started, and I spoke with Pearl and, um, because of the, um, plan that I selected, she said it could take up to 24 hours to get back to me, but, yeah, I seen I missed a call, so I'm just trying to call back and see what I can do. Yeah, let me check on that. Um, so what's the FAFSA agency you work for one more time? I'm sorry. It is Verstella. Verstella, okay. And the last four of your Social? 9553. And for security purposes, can you verify your home address, including city, state and zip code, Tina? Yes, it is 830 Cloudy Wind Drive, Apartment 400, Indianapolis, Indiana 46227. And confirm your date of birth? 11/5/62. And a good telephone number, have us 317-797-9587? Uh-huh. And the email, have us your first and last name, the number one at Hotmail? Yes. Okay, so let me check note history and see what's going on. Yeah. So, I do see a Pearl did make a outbound call to you around two o'clock. Um, she was to advise the M- MVP enrollment was approved. Um, your start date or the effective date of the MVP plan would be February 1st of 2025. Okay, February 1st. Trying to find a good surface to write on here. My other phone is dead, so I'm like... And, um, can I go ahead and, um, set up for dental and vision as well? Yeah, I can put you down for those. Let's see. Okay. So just dental and vision for employee only? Yes. Okay. Anything else or no? Do I need to sign up for the FreeRx or is that just something that is included in the medical on the prescriptions? Um, now I do know FreeRx will be a separate benefit option from the MVP plan. Okay. And then does it have to come through the mail or can I just go pick it up? Uh, with the FreeRx? Uh-huh. Um, so I do know that it's both. Uh, so you can either have it shipped directly to your house or picked up at your local pharmacy. Okay. 'Cause we had problems with people stealing stuff around here, so I don't, don't wanna leave my medicine sitting here all day. Totally understand. So dental, vision and FreeRx? Yes. Okay. So doing those three would make your total deductions \$11.76. Do you authorize, uh, Care Staffing to make the deduction for you? Yes. Okay. And can I add... I'm sorry. Can I add the, um, the life insurance as well? Yeah, let's see here. And adding the term life would make the new total deductions \$13.87. Okay? All right. And who do you want to put down as your beneficiary for the term life? Um, Anthony. Last name? Same as mine. C-H-E-N-A-U-L-T. And is that your spouse? Yes. Okay. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$13.87 come off your paycheck, coverage begins the Monday we receive that deduction from Care Staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Tina, is there anything else I could help you out with today? I think that's it. Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful weekend, okay? Thank you, you

too. Thank you. Bye-bye. 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 in a Card. This is Justin. How can I help you today?

Speaker speaker\_2: This is Tina Chenault, and I called earlier this morning to get my open enrollment started, and I spoke with Pearl and, um, because of the, um, plan that I selected, she said it could take up to 24 hours to get back to me, but, yeah, I seen I missed a call, so I'm just trying to call back and see what I can do.

Speaker speaker\_1: Yeah, let me check on that. Um, so what's the FAFSA agency you work for one more time? I'm sorry.

Speaker speaker\_2: It is Verstella.

Speaker speaker\_1: Verstella, okay. And the last four of your Social?

Speaker speaker\_2: 9553.

Speaker speaker\_1: And for security purposes, can you verify your home address, including city, state and zip code, Tina?

Speaker speaker\_2: Yes, it is 830 Cloudy Wind Drive, Apartment 400, Indianapolis, Indiana 46227.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: 11/5/62.

Speaker speaker\_1: And a good telephone number, have us 317-797-9587?

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: And the email, have us your first and last name, the number one at Hotmail?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, so let me check note history and see what's going on.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: So, I do see a Pearl did make a outbound call to you around two o'clock. Um, she was to advise the M- MVP enrollment was approved. Um, your start date or the effective date of the MVP plan would be February 1st of 2025.

Speaker speaker\_2: Okay, February 1st. Trying to find a good surface to write on here. My other phone is dead, so I'm like... And, um, can I go ahead and, um, set up for dental and vision as well?

Speaker speaker\_1: Yeah, I can put you down for those. Let's see.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So just dental and vision for employee only?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Anything else or no?

Speaker speaker\_2: Do I need to sign up for the FreeRx or is that just something that is included in the medical on the prescriptions?

Speaker speaker\_1: Um, now I do know FreeRx will be a separate benefit option from the MVP plan.

Speaker speaker\_2: Okay. And then does it have to come through the mail or can I just go pick it up?

Speaker speaker\_1: Uh, with the FreeRx?

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Um, so I do know that it's both. Uh, so you can either have it shipped directly to your house or picked up at your local pharmacy.

Speaker speaker\_2: Okay. 'Cause we had problems with people stealing stuff around here, so I don't, don't wanna leave my medicine sitting here all day.

Speaker speaker\_1: Totally understand. So dental, vision and FreeRx?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So doing those three would make your total deductions \$11.76. Do you authorize, uh, Care Staffing to make the deduction for you?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And can I add... I'm sorry. Can I add the, um, the life insurance as well?

Speaker speaker\_1: Yeah, let's see here. And adding the term life would make the new total deductions \$13.87. Okay?

Speaker speaker\_2: All right.

Speaker speaker\_1: And who do you want to put down as your beneficiary for the term life?

Speaker speaker\_2: Um, Anthony.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Same as mine. C-H-E-N-A-U-L-T.

Speaker speaker\_1: And is that your spouse?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$13.87 come off your paycheck, coverage begins the Monday we receive that deduction from Care Staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Tina, is there anything else I could help you out with today?

Speaker speaker\_2: I think that's it.

Speaker speaker\_1: Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful weekend, okay?

Speaker speaker\_2: Thank you, you too.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Bye.