

## Transcript: Pamela

**Blanc-5495450020921344-4932042032726016**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi. How may I assist you today? Hi, uh, I'm calling to see if I can activate my insurance. Who do you work for? Uh, I work for MAU. Can I have the last three digits of your Social so I can pull up your file? 8997. Your first and last name, sir? Uh, Mel Esquivel. Mel Escobar, you said? Mel Esquivel. Esquivel. Can you spell your last name for me? I, I don't... I'm not sure if we have it. E-S-Q, as in question, U as in umbrella, I, V as in Victor, E, L as in lion. Okay. They had it spelled Velasquez. Oh, that's, that's, uh... Oh, that's, uh, my second last name. My full name is Mel Jonathan Esquivel Velasquez. I have two last names, so I, I just... I wasn't sure which one to use, I'm sorry. Okay. Let me just put both of them there just in case we call you back. Yeah, yeah. I, I apologize. I probably should have just said my whole name. No, that's not... All right, Mister... Okay. Can we, can we, um, please verify your complete address and date of birth? Uh, 109 East Crockett, Ennis, Texas 75119. Uh, 12/12/1998. We have a phone number of 521-4701-4622 and your email is mjvxxe@gmail.com. No, it's, it's, uh, M-J-V-X-X-E. Is that what you said? M, M-J- Yes, sir. And then, and then V as in... It would be X-X-E? Yes, sir. Okay. Yeah, that's right. Mm-hmm. So I see that you are enrolled in the State Healthy Plan. You want to make changes or you want to keep it as it is? Um, let me see if I have the... Because I... So I, um, I just... I wasn't sure. I just hit my 30 days, um, with MAU, so I wasn't sure if I'd, uh... If it already activated or something. Uh, but they told me to just go ahead and call and activate, uh, just in case. Um, I honestly don't have to know it. All right. Go. I was gonna say, you don't have to activate it. You should be receiving your ID card sometime next week. Because of the holidays, probably that's why you haven't received it. But, um, MAU still... It is on open enrollment. So if you want to add or change anything, you have until the first... Let me double check here. No, the 31st of January to do so. Okay. And, um, man, uh, honestly, just because the whole hiring process was so long for me, um, I don't remem... I know I signed up for insurance, but I don't remember what, uh, specific plan, um, I enrolled in. Is there any way you would be able to tell me? Yeah, it's called the State Healthy Plan. The State Healthy Plan? Yeah. It's a preventive care plan. Preventive care. Okay. Mm-hmm. Go ahead. Cholesterol, diabetes, that type of preventive care, you're able to use it. You have to use a participating provider. And the insurance is going to cover 100% for three years, but you are responsible to pay for the doctor's visit. Okay, and then, um... 'Cause I was... The reason I was calling is because, uh, my glasses just recently broke, so I was wanting to see if... Is vision under the, under the plan? No. No. No? You don't. Is- But if you would like to add it, you could do it now. But it does take about two weeks for the benefits to start. I mean, that's... I mean, that's fine. That's, uh, um... I don't have the card yet, so I mean, if, if, if I could add, um, vision care, that would be, uh, that would be amazing. That's what I was calling to ask. Okay. So I'm gonna go ahead and add, um, vision. And... Okay. So like I said, the benefits take, um,

seven to ten... I mean, I'm sorry, one to two weeks for the benefits to start. You're gonna be paying \$2.15 for the, um, vision plus the... Let's see. The 946 you were paying for... I'm sorry. The system has got stuck on me here. For the State Healthy. All right, now. So you're gonna be paying in total \$11.61. Okay. Okay? Is that okay? So your ID card, they're going to arrive within seven to ten days after benefits are active. And after benefits are active, if you need to use the benefits before that, give us a call. If the IDs are generated for us, we will send your temporary one to your email. Okay. Um, so once I receive the card, just wait about, like, another week you say? You would, you would say? No, if you receive the card, that means your benefits are active most likely. But if you want to give us a call, um, I would say after the 13th to make sure that we received the payments and, uh, the benefits are active. Okay. I gotcha. All right? All right. That'll work. Thank you so much. All right. Thank you for giving us a call. Have a great rest of the day. Okay. Thank you. You as well.

## Conversation Format

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

Speaker speaker\_1: Hi. How may I assist you today?

Speaker speaker\_2: Hi, uh, I'm calling to see if I can activate my insurance.

Speaker speaker\_1: Who do you work for?

Speaker speaker\_2: Uh, I work for MAU.

Speaker speaker\_1: Can I have the last three digits of your Social so I can pull up your file?

Speaker speaker\_2: 8997.

Speaker speaker\_1: Your first and last name, sir?

Speaker speaker\_2: Uh, Mel Esquivel.

Speaker speaker\_1: Mel Escobar, you said?

Speaker speaker\_2: Mel Esquivel.

Speaker speaker\_1: Esquivel. Can you spell your last name for me? I, I don't... I'm not sure if we have it.

Speaker speaker\_2: E-S-Q, as in question, U as in umbrella, I, V as in Victor, E, L as in lion.

Speaker speaker\_1: Okay. They had it spelled Velasquez.

Speaker speaker\_2: Oh, that's, that's, uh... Oh, that's, uh, my second last name. My full name is Mel Jonathan Esquivel Velasquez. I have two last names, so I, I just... I wasn't sure which one to use, I'm sorry.

Speaker speaker\_1: Okay. Let me just put both of them there just in case we call you back.

Speaker speaker\_2: Yeah, yeah. I, I apologize. I probably should have just said my whole name.

Speaker speaker\_1: No, that's not... All right, Mister... Okay. Can we, can we, um, please verify your complete address and date of birth?

Speaker speaker\_2: Uh, 109 East Crockett, Ennis, Texas 75119. Uh, 12/12/1998.

Speaker speaker\_1: We have a phone number of 521-4701-4622 and your email is mjvxxe@gmail.com.

Speaker speaker\_2: No, it's, it's, uh, M-J-V-X-X-E. Is that what you said? M, M-J-

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: And then, and then V as in... It would be X-X-E?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay. Yeah, that's right.

Speaker speaker\_1: Mm-hmm. So I see that you are enrolled in the State Healthy Plan. You want to make changes or you want to keep it as it is?

Speaker speaker\_2: Um, let me see if I have the... Because I... So I, um, I just... I wasn't sure. I just hit my 30 days, um, with MAU, so I wasn't sure if I'd, uh... If it already activated or something. Uh, but they told me to just go ahead and call and activate, uh, just in case. Um, I honestly don't have to know it.

Speaker speaker\_1: All right. Go. I was gonna say, you don't have to activate it. You should be receiving your ID card sometime next week. Because of the holidays, probably that's why you haven't received it. But, um, MAU still... It is on open enrollment. So if you want to add or change anything, you have until the first... Let me double check here. No, the 31st of January to do so.

Speaker speaker\_2: Okay. And, um, man, uh, honestly, just because the whole hiring process was so long for me, um, I don't remem... I know I signed up for insurance, but I don't remember what, uh, specific plan, um, I enrolled in. Is there any way you would be able to tell me?

Speaker speaker\_1: Yeah, it's called the State Healthy Plan.

Speaker speaker\_2: The State Healthy Plan?

Speaker speaker\_1: Yeah. It's a preventive care plan.

Speaker speaker\_2: Preventive care. Okay. Mm-hmm. Go ahead.

Speaker speaker\_1: Cholesterol, diabetes, that type of preventive care, you're able to use it. You have to use a participating provider. And the insurance is going to cover 100% for three years, but you are responsible to pay for the doctor's visit.

Speaker speaker\_2: Okay, and then, um... 'Cause I was... The reason I was calling is because, uh, my glasses just recently broke, so I was wanting to see if... Is vision under the, under the plan?

Speaker speaker\_1: No. No.

Speaker speaker\_2: No?

Speaker speaker\_1: You don't.

Speaker speaker\_2: Is-

Speaker speaker\_1: But if you would like to add it, you could do it now. But it does take about two weeks for the benefits to start.

Speaker speaker\_2: I mean, that's... I mean, that's fine. That's, uh, um... I don't have the card yet, so I mean, if, if, if I could add, um, vision care, that would be, uh, that would be amazing. That's what I was calling to ask.

Speaker speaker\_1: Okay. So I'm gonna go ahead and add, um, vision. And... Okay. So like I said, the benefits take, um, seven to ten... I mean, I'm sorry, one to two weeks for the benefits to start. You're gonna be paying \$2.15 for the, um, vision plus the... Let's see. The 946 you were paying for... I'm sorry. The system has got stuck on me here. For the State Healthy. All right, now. So you're gonna be paying in total \$11.61.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay?

Speaker speaker\_2: Is that okay?

Speaker speaker\_1: So your ID card, they're going to arrive within seven to ten days after benefits are active. And after benefits are active, if you need to use the benefits before that, give us a call. If the IDs are generated for us, we will send your temporary one to your email.

Speaker speaker\_2: Okay. Um, so once I receive the card, just wait about, like, another week you say? You would, you would say?

Speaker speaker\_1: No, if you receive the card, that means your benefits are active most likely. But if you want to give us a call, um, I would say after the 13th to make sure that we received the payments and, uh, the benefits are active.

Speaker speaker\_2: Okay. I gotcha.

Speaker speaker\_1: All right?

Speaker speaker\_2: All right. That'll work. Thank you so much.

Speaker speaker\_1: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_2: Okay. Thank you. You as well.