

## **Transcript: Pearl**

**Rojas-5490120584773632-4533001215721472**

### **Full Transcript**

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who is the pleasure of speaking with? Uh, Devin Haberman. And how can I assist you? Uh, I got my insurance card in the mail just the other day, and, uh, I also have my wife covered under my, my thing, so I was wondering how to get her insurance card. So you would use one insurance card for the both. It should say employee plus spouse on it. Hello? Uh, it does not. It only says vision. It only says coverage employee. Do I need to go back into my office at work and see if something was not entered correctly? I can take a look for you to see if your, your spouse is on your coverage. Okay. What's the name of the staffing agency you work for? Uh, the staffing company? Focus. Focus. And the last four digits of your Social? Five, four, seven, four. All righty. And if you can verify your address and date of birth for me. Address, 98 Siedmoor Road, Pleasureville, Kentucky, 40057. Date of birth, 07/14/1998. Okay, and your phone number is 502-502-743-1704? Yep. All righty, and I have your email address as your last name, your first name @gmail.com? Yep. Okay, bear with me one moment. Hello? Mm-hmm. Okay. Well, that could f be . Mm-hmm. Okay, so looks like on... We did receive a, uh, enrollment form for you that requested the coverage be for employee plus spouse, but we didn't receive any spouse information. We didn't receive the information to add your spouse on. They gave you a call on the 17th of March around 2:30 PM to get that information so your coverage would be employee plus spouse, but we weren't able to, um, get a hold of you and we weren't able to leave a voicemail either, so the coverage was changed to employee only. Okay. All right. So how do I go back about adding her? Um, so there's only two time frames when you can, when you can make changes at or add dependents. It's within the first 30 days of receiving your first paycheck or during company open enrollment, and I believe the 30 days has passed. Let me confirm that. Give me one moment. That looks okay too. Yep, so the last day to add on that... uh, add on your spouse was the, was the 18th of April. Okay. So when is open enrollment then? Open enrollment for your company... For Focus, their open enrollment is normally around the end of December to the mid of February. All righty. Thank you. No problem. Thank you for calling. You have a great day.

### **Conversation Format**

Speaker speaker\_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who is the pleasure of speaking with?

Speaker speaker\_1: Uh, Devin Haberman.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Uh, I got my insurance card in the mail just the other day, and, uh, I also have my wife covered under my, my thing, so I was wondering how to get her insurance card.

Speaker speaker\_0: So you would use one insurance card for the both. It should say employee plus spouse on it. Hello?

Speaker speaker\_1: Uh, it does not. It only says vision. It only says coverage employee. Do I need to go back into my office at work and see if something was not entered correctly?

Speaker speaker\_0: I can take a look for you to see if your, your spouse is on your coverage.

Speaker speaker\_1: Okay.

Speaker speaker\_0: What's the name of the staffing agency you work for?

Speaker speaker\_1: Uh, the staffing company? Focus.

Speaker speaker\_0: Focus. And the last four digits of your Social?

Speaker speaker\_1: Five, four, seven, four.

Speaker speaker\_0: All righty. And if you can verify your address and date of birth for me.

Speaker speaker\_1: Address, 98 Siedmoor Road, Pleasureville, Kentucky, 40057. Date of birth, 07/14/1998.

Speaker speaker\_0: Okay, and your phone number is 502-502-743-1704?

Speaker speaker\_1: Yep.

Speaker speaker\_0: All righty, and I have your email address as your last name, your first name @gmail.com?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay, bear with me one moment. Hello?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Well, that could fbe .

Speaker speaker\_0: Mm-hmm. Okay, so looks like on... We did receive a, uh, enrollment form for you that requested the coverage be for employee plus spouse, but we didn't receive any spouse information. We didn't receive the information to add your spouse on. They gave you a call on the 17th of March around 2:30 PM to get that information so your coverage would be employee plus spouse, but we weren't able to, um, get a hold of you and we weren't able to leave a voicemail either, so the coverage was changed to employee only.

Speaker speaker\_1: Okay. All right. So how do I go back about adding her?

Speaker speaker\_0: Um, so there's only two time frames when you can, when you can make changes at or add dependents. It's within the first 30 days of receiving your first paycheck or

during company open enrollment, and I believe the 30 days has passed. Let me confirm that. Give me one moment.

Speaker speaker\_1: That looks okay too.

Speaker speaker\_0: Yep, so the last day to add on that... uh, add on your spouse was the, was the 18th of April.

Speaker speaker\_1: Okay. So when is open enrollment then?

Speaker speaker\_0: Open enrollment for your company... For Focus, their open enrollment is normally around the end of December to the mid of February.

Speaker speaker\_1: All righty. Thank you.

Speaker speaker\_0: No problem. Thank you for calling. You have a great day.