# Transcript: Pearl Rojas-5967008028344320-5548803774398464

## Full Transcript

Hello. This may be monitored or recorded for quality assurance purposes. Good afternoon, good morning. Was this Harris, please? Yes, Mrs. Harris. Hello, I'm calling from Benefits in a Card on behalf of your staffing agency, BPSS. Yes, hi. We are processing healthcare enrollment forms and on your form you chose cover- you chose some plans but then you also chose no coverage issues not to participate. So we're just calling to confirm whether you needed coverage or not. Coverage for what? Healthcare. Yes. Okay. So you do want to enroll in the coverage? Do you know what you're wanting to enroll in? I already have Medi-Cal. Okay. So you don't want to enroll in the coverage through your staffing agency? Um... Mm, does it cover, um, my dependents as well? It does, and this is something that's deducted from your check every week. Um, then yeah, I'd like to do it through my staffing agency. Okay. Do you know what you're wanting to enroll in? Um, no, not at this time. I don't know the options. Okay. Um. If you like, I can give you, I can send you a copy of the benefit guide to your email. It's going to show the plans that are offered, how much they cover for each service and what they cost a week. Okay, can you please send that to me? Of course. It's going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your Spam or Junk folder. Okay? Okay. Is there anything else I can assist you with today? Um, no, that's it. Thank you. Thank you so much for attending my call. You have a great day. You too, bye-bye.

## Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: This may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: Good afternoon, good morning. Was this Harris, please? Yes, Mrs. Harris.

Speaker speaker_1: Hello, I'm calling from Benefits in a Card on behalf of your staffing agency, BPSS.

Speaker speaker_0: Yes, hi.

Speaker speaker_1: We are processing healthcare enrollment forms and on your form you chose cover- you chose some plans but then you also chose no coverage issues not to participate. So we're just calling to confirm whether you needed coverage or not.

Speaker speaker_0: Coverage for what?

Speaker speaker_1: Healthcare.

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. So you do want to enroll in the coverage? Do you know what you're wanting to enroll in?

Speaker speaker_0: I already have Medi-Cal.

Speaker speaker_1: Okay. So you don't want to enroll in the coverage through your staffing agency?

Speaker speaker_0: Um... Mm, does it cover, um, my dependents as well?

Speaker speaker_1: It does, and this is something that's deducted from your check every week.

Speaker speaker_0: Um, then yeah, I'd like to do it through my staffing agency.

Speaker speaker_1: Okay. Do you know what you're wanting to enroll in?

Speaker speaker_0: Um, no, not at this time. I don't know the options.

Speaker speaker_1: Okay. Um. If you like, I can give you, I can send you a copy of the benefit guide to your email. It's going to show the plans that are offered, how much they cover for each service and what they cost a week.

Speaker speaker_0: Okay, can you please send that to me?

Speaker speaker_1: Of course. It's going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your Spam or Junk folder. Okay?

Speaker speaker_0: Okay.

Speaker speaker_1: Is there anything else I can assist you with today?

Speaker speaker_0: Um, no, that's it. Thank you.

Speaker speaker_1: Thank you so much for attending my call. You have a great day.

Speaker speaker_0: You too, bye-bye.