

## **Transcript: VICTORIA**

**Taylor-4786136736776192-5571821880655872**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, my name is, uh, Talisa George. Um, I'm calling because, uh, I have a bill in my name and my employer switched from Essential Staff Care to Benefits on a Card. Um, I was wondering, do you guys, uh, are you guys taking, uh, the bills from Essential Staff Care? Like are they- Uh- ... trying to send them over to you guys? Hm, I do-... I don't think so. Are you a-... So, I'm assuming you had a claim with your previous insurance carrier, the Essential Staff Care. Is, is that correct? Yes. Okay. So if it's a claim while you've had coverage with them, I would assume you would need to go to them about the claim. We wouldn't be taking on any claims. Well, can you look to see when, um, I started with you guys? Sure. What's the name of the agency you work for again? WSI. Would it be Workforce Strategies? WSI. Yeah- Okay. ... it'd be Workforce and Strategies, yeah. Okay. What's the last four of your Social? 8536. And I'm sorry, your first and last name again? Talisa George. All right. Do you mind verifying your address and date of birth? 1970 Burton Street, Southeast Grand Rapids, Michigan, uh, 49534, and that is Apartment 37. And birthday is 7/5/'94. And then phone number is 616-570-5210? Yes. Okay. Give me one second. Yeah, I don't see that you have active coverage with us just yet. So you are enrolled, um, it just hasn't become active because we haven't received the first payroll deduction. Okay. All right. So let me find a number for this place, then. Okay. Thank you. Do you need help with anything else? That's it. Okay. You have a wonderful day. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hi, my name is, uh, Talisa George. Um, I'm calling because, uh, I have a bill in my name and my employer switched from Essential Staff Care to Benefits on a Card. Um, I was wondering, do you guys, uh, are you guys taking, uh, the bills from Essential Staff Care? Like are they-

Speaker speaker\_0: Uh-

Speaker speaker\_1: ... trying to send them over to you guys?

Speaker speaker\_0: Hm, I do-... I don't think so. Are you a-... So, I'm assuming you had a claim with your previous insurance carrier, the Essential Staff Care. Is, is that correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So if it's a claim while you've had coverage with them, I would assume you would need to go to them about the claim. We wouldn't be taking on any claims.

Speaker speaker\_1: Well, can you look to see when, um, I started with you guys?

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

Speaker speaker\_1: WSI.

Speaker speaker\_0: Would it be Workforce Strategies?

Speaker speaker\_1: WSI. Yeah-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... it'd be Workforce and Strategies, yeah.

Speaker speaker\_0: Okay. What's the last four of your Social?

Speaker speaker\_1: 8536.

Speaker speaker\_0: And I'm sorry, your first and last name again?

Speaker speaker\_1: Talisa George.

Speaker speaker\_0: All right. Do you mind verifying your address and date of birth?

Speaker speaker\_1: 1970 Burton Street, Southeast Grand Rapids, Michigan, uh, 49534, and that is Apartment 37. And birthday is 7/5/'94.

Speaker speaker\_0: And then phone number is 616-570-5210?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Give me one second. Yeah, I don't see that you have active coverage with us just yet. So you are enrolled, um, it just hasn't become active because we haven't received the first payroll deduction.

Speaker speaker\_1: Okay. All right. So let me find a number for this place, then.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Do you need help with anything else?

Speaker speaker\_1: That's it.

Speaker speaker\_0: Okay. You have a wonderful day.

Speaker speaker\_1: You too.