

## **Transcript: VICTORIA**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. Um, I'm not sure exactly. I, I work for Partners Personnel and I got a text message saying that I need to sign up with, with you guys for the first 30 days of my paycheck or something like that. So I don't know exactly what, what I'm doing. call... they told me to call. So this is for medical insurance being offered through Partners Personnel. You have 30 days from the date of your first check to get enrolled if you're interested. Okay but if I have AHCCCS, I don't need to worry about that, right? Or do you guys cover dental? Do you guys do dental or just medical? Yeah there's other benefits like dental and vision being offered. It's really just if you want the coverage. Okay but if I, if I get the coverage would I take away from my other coverage from, um, AHCCCS? I... To be honest with you I'm not sure. I don't believe so. I mean I would reach out to your other medical insurance company to see if there's any restrictions against having coverage with us but I'm not aware of any. Okay all right, um, well I just wanted to make sure I did it within the first 30 days of me getting a paycheck so, um, I, I guess I'll give you guys a call back when I find that out. Okay was there anything else that I may have helped with? No, no I was just curious on what, what this number was and what I was supposed to do but okay thank you. You're welcome bye-bye. Have a good day. You too.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Hi. Um, I'm not sure exactly. I, I work for Partners Personnel and I got a text message saying that I need to sign up with, with you guys for the first 30 days of my paycheck or something like that. So I don't know exactly what, what I'm doing. call... they told me to call.

Speaker speaker\_1: So this is for medical insurance being offered through Partners Personnel. You have 30 days from the date of your first check to get enrolled if you're interested.

Speaker speaker\_2: Okay but if I have AHCCCS, I don't need to worry about that, right? Or do you guys cover dental? Do you guys do dental or just medical?

Speaker speaker\_1: Yeah there's other benefits like dental and vision being offered. It's really just if you want the coverage.

Speaker speaker\_2: Okay but if I, if I get the coverage would I take away from my other coverage from, um, AHCCCS?

Speaker speaker\_1: I... To be honest with you I'm not sure. I don't believe so. I mean I would reach out to your other medical insurance company to see if there's any restrictions against having coverage with us but I'm not aware of any.

Speaker speaker\_2: Okay all right, um, well I just wanted to make sure I did it within the first 30 days of me getting a paycheck so, um, I, I guess I'll give you guys a call back when I find that out.

Speaker speaker\_1: Okay was there anything else that I may have helped with?

Speaker speaker\_2: No, no I was just curious on what, what this number was and what I was supposed to do but okay thank you.

Speaker speaker\_1: You're welcome bye-bye.

Speaker speaker\_2: Have a good day.

Speaker speaker\_1: You too.