

## Transcript: VICTORIA

**Taylor-5153689813172224-5580930862858240**

### Full Transcript

... on benefits on a card. This is Victoria. How can I help you? Hello, Victoria. How are you? Good, how are you? I'm good, thank you. Um, I was calling to see if, um, I could enroll my, um, benefits. I tried to do it online but it gave me a error message to call instead. Okay. Um, what is the name of the agency you work for? TRC Staffing. All right. And the last four of your social? 20707. And then your first and last name? Cariana Janae. C-A-R-I-A-N-A, S-A-J-A-N-E-H. Okay. Um, let's see. Do you mind verifying your address and date of birth? 5385 Peachtree Dunwoody Road, Atlanta, Georgia 30342. And date of birth is 08/18/1974. And for that address, is it apartment 320? Yeah, 320. Yep, 320. Okay. And then phone number, 76... Uh, I'm sorry. 678-699-7097. Correct. And then email is just, uh, first and last name The Number 18 at Gmail? Correct. Okay. Now are you a rehire with TRC? Yes. Okay, that might be what the issue is. We just haven't received your rehire information. Um, so what I'm gonna have to do on my end is reach out to eligibility, uh, verify that you are eligible to enroll into benefits, um, and then follow back up with you. Okay. Do you know by chance what exactly you're wanting to enroll into? Um, I did dental. Um, I think it was wellness, I believe. Uh, let me see. Let me try to pull it up and then tell you, actually, so. Give me one second. Okay. Okay, yeah. It was... Yeah, it had dental on there. One second. Nope. Nope, not that. Wait, where'd it go? It's the one up there. Hold on. Okay. Um, it's a lot on this page. I'm just trying to go through it to make sure I'm giving you the right information. Okay. Let's see. Um... Expiration 10/01. Oh, where was I? Oh, yeah. Okay, um, uh, preventative care, dental. When you say preventative care, are you talking about the MEC TelRx? Yeah. MEC, yeah. Stay Healthy MEC. Okay. Um, there's two different Stay Healthy plans. I just wanna make sure. Uh, um- Yeah - ... are you looking at the one that- Go ahead. Go ahead. Are you talking about the one that's \$15.50 a week? Um, I don't... Let me see. No. The one that says employee, \$6.13. Hello? You said \$6.13? Yeah. Yeah, employee weekly. Yeah, it says Stay Healthy MEC, \$6.13. That's what's showing on my end. Okay, give me one second. No problem. Okay. So I see what it is. It is \$15.50 in my system but your employer contributes \$7.55 to that plan, so that's what they pay of the plan. Oh, okay. And then what you would pay is \$7.95. Okay. Yeah. So it's the MEC Rx that you're looking at, right? Yeah. Okay. All right. So MEC TelRx Dental. Is there anything else? Um, I believe the, uh, vision. Oh, yeah. I need to add vision. Okay. Um, I think that was it. Yeah, that was it. All right. Okay, so I have the dental, vision and the MEC TelRx, and all of this would be for employee only. Yes. Okay. All right. So let me go ahead and reach out to eligibility, verify that you are eligible to enroll. Um, once I get a confirmation on that, I will give you a call back. Um... Okay. If we're... If I get the go-ahead to go ahead and enroll you, I will do so. Um, but either way I'm still gonna call you. If I don't get you on the phone, I'll just leave you a voicemail. Okay, that's fine. All right. Thank you so much. Mm-hmm. You're welcome. Have a wonderful day. You too. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: ... on benefits on a card. This is Victoria. How can I help you?

Speaker speaker\_1: Hello, Victoria. How are you?

Speaker speaker\_0: Good, how are you?

Speaker speaker\_1: I'm good, thank you. Um, I was calling to see if, um, I could enroll my, um, benefits. I tried to do it online but it gave me a error message to call instead.

Speaker speaker\_0: Okay. Um, what is the name of the agency you work for?

Speaker speaker\_1: TRC Staffing.

Speaker speaker\_0: All right. And the last four of your social?

Speaker speaker\_1: 20707.

Speaker speaker\_0: And then your first and last name?

Speaker speaker\_1: Cariana Janae. C-A-R-I-A-N-A, S-A-J-A-N-E-H.

Speaker speaker\_0: Okay. Um, let's see. Do you mind verifying your address and date of birth?

Speaker speaker\_1: 5385 Peachtree Dunwoody Road, Atlanta, Georgia 30342. And date of birth is 08/18/1974.

Speaker speaker\_0: And for that address, is it apartment 320?

Speaker speaker\_1: Yeah, 320. Yep, 320.

Speaker speaker\_0: Okay. And then phone number, 76... Uh, I'm sorry. 678-699-7097.

Speaker speaker\_1: Correct.

Speaker speaker\_0: And then email is just, uh, first and last name The Number 18 at Gmail?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. Now are you a rehire with TRC?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, that might be what the issue is. We just haven't received your rehire information. Um, so what I'm gonna have to do on my end is reach out to eligibility, uh, verify that you are eligible to enroll into benefits, um, and then follow back up with you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Do you know by chance what exactly you're wanting to enroll into?

Speaker speaker\_1: Um, I did dental. Um, I think it was wellness, I believe. Uh, let me see. Let me try to pull it up and then tell you, actually, so. Give me one second.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Okay, yeah. It was... Yeah, it had dental on there. One second. Nope. Nope, not that. Wait, where'd it go? It's the one up there. Hold on. Okay. Um, it's a lot on this page. I'm just trying to go through it to make sure I'm giving you the right information.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Let's see. Um... Expiration 10/01. Oh, where was I? Oh, yeah. Okay, um, uh, preventative care, dental.

Speaker speaker\_0: When you say preventative care, are you talking about the MEC TelRx?

Speaker speaker\_1: Yeah. MEC, yeah. Stay Healthy MEC.

Speaker speaker\_0: Okay. Um, there's two different Stay Healthy plans. I just wanna make sure. Uh, um-

Speaker speaker\_1: Yeah -

Speaker speaker\_0: ... are you looking at the one that-

Speaker speaker\_1: Go ahead. Go ahead.

Speaker speaker\_0: Are you talking about the one that's \$15.50 a week?

Speaker speaker\_1: Um, I don't... Let me see. No. The one that says employee, \$6.13. Hello?

Speaker speaker\_0: You said \$6.13?

Speaker speaker\_1: Yeah. Yeah, employee weekly. Yeah, it says Stay Healthy MEC, \$6.13. That's what's showing on my end.

Speaker speaker\_0: Okay, give me one second.

Speaker speaker\_1: No problem.

Speaker speaker\_0: Okay. So I see what it is. It is \$15.50 in my system but your employer contributes \$7.55 to that plan, so that's what they pay of the plan.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: And then what you would pay is \$7.95.

Speaker speaker\_1: Okay. Yeah.

Speaker speaker\_0: So it's the MEC Rx that you're looking at, right?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. All right. So MEC TelRx Dental. Is there anything else?

Speaker speaker\_1: Um, I believe the, uh, vision. Oh, yeah. I need to add vision.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Um, I think that was it. Yeah, that was it.

Speaker speaker\_0: All right. Okay, so I have the dental, vision and the MEC TelRx, and all of this would be for employee only.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. All right. So let me go ahead and reach out to eligibility, verify that you are eligible to enroll. Um, once I get a confirmation on that, I will give you a call back. Um...

Speaker speaker\_1: Okay.

Speaker speaker\_0: If we're... If I get the go-ahead to go ahead and enroll you, I will do so. Um, but either way I'm still gonna call you. If I don't get you on the phone, I'll just leave you a voicemail.

Speaker speaker\_1: Okay, that's fine.

Speaker speaker\_0: All right.

Speaker speaker\_1: Thank you so much.

Speaker speaker\_0: Mm-hmm. You're welcome. Have a wonderful day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you. Bye-bye.