

## Transcript: VICTORIA

Taylor-5309310315970560-5953895316766720

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, um, my name is Jason. I'm calling on behalf of my mom. Um, she has recently started working and, um, her, I guess, um, after like a little brief period, I guess she gets, um, some health insurance. I was just calling to see if, um, I was wondering how, like, I could sign her up for it or does it auto- or does it, uh, uh, like automatically apply to her already? Well, for one, she, she would have to enroll into the coverage. Um, what's the name- Um. ... of the agency she works for? She works for Partners Personnel. Uh, she doesn't look... Like, her English isn't that good, so I just have to click on translate for her. Okay. What languages does she speak? She speaks Hmong. I'm sorry, what's the language she speaks? Wait, wait. Do you understand Hmong, H-M-O-N-G. Hmm. I mean, we have an interpreter service. Let me check 'cause we do have to speak to her directly to enroll her. Um... Okay. Let me double-check. Yes. We do have an interpreter service for that and that's one of the languages listed. Um, so she can call us over the phone. Okay. Um, and we can get connected to an interpreter. Um, is she a new hire with Partners Personnel? Yeah. She started, like- Okay. ... kind of recent, maybe like under a month. 'Cause I want to say the majority of it- ... is done over the phone. I'm trying to see- Okay. ... other ways that you guys could do it. I was looking online and the... I, I'm not too sure. The website looks kind of weird or looks kind of funky. It looks like she can do it online too, on the website. Um, the website is [mybiac.com/partnerspersonnel](http://mybiac.com/partnerspersonnel). Okay. Okay. So, do I just go, like... Does she just go through the Benefits and a Card Member Portal or does she go to the 90 Degree Benefits Member Login? No. She would just go to the website [mybiac.com/partnerspersonnel](http://mybiac.com/partnerspersonnel). Mm-hmm. Okay. And then once, uh, she gets onto that page... Oh, it does look a little bit different. Okay, I see. I've just pulled it up now. Um, I would say the Benefits and a Card Member Port- Portal, but it looks like that is disabled. I don't know if you're getting that error message on your end. Um, yeah. I'm getting that as well. Yeah. They must have made some changes to the website, 'cause I am not familiar with that. It used to- Okay. ... look a little bit different. So she might have to do it on, on over the phone, unfortunately. Okay. Um, that's fine. Now, do you guys have the benefits guide that goes over, like all the plans being offered, what they cover and how much they cost? Um, we don't. I was, I, I was hoping to find that online. Okay. Um, do you have a- It sounds a little bit better. ... good email? Uh, yes, I do. Okay. Let me try to send it to you by email. Give me one second. Okay. All right. What is your email? Okay. So, my email is [leejasen@leejasen.com](mailto:leejasen@leejasen.com), L-E-E-J-A-S-E-N0@gmail.com. So, L-E-E-J-A-S-E-N0@gmail.com? That's mine. Correct. Okay. Yeah. All righty. And then with her being a new hire, she is going to have, uh- Mm-hmm. ... 30 days from the date of her first check to get enrolled. Okay. What happens if she, if she misses the 30 days? Does she just not get, um, put into there and can she just, like sign up later? Um, so it... She only has 30 days from the date of her first check to get enrolled.

If she misses that, the only other time she'll be able to enroll is during the company's open enrollment period, which typically, um, it looks like they typically have it in October of every year. Oh, okay. Gotcha. All right. Thank you for that. Yes, sir. Was there anything else maybe you had questions on? Uh, no. I think you covered it all. Thank you. You're welcome. You have a wonderful night. Yeah. I'll give them my... Or you guys will. I'll give them my, uh, contact to you guys. Okay. All righty.

## 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, um, my name is Jason. I'm calling on behalf of my mom. Um, she has recently started working and, um, her, I guess, um, after like a little brief period, I guess she gets, um, some health insurance. I was just calling to see if, um, I was wondering how, like, I could sign her up for it or does it auto- or does it, uh, uh, like automatically apply to her already?

Speaker speaker\_0: Well, for one, she, she would have to enroll into the coverage. Um, what's the name-

Speaker speaker\_1: Um.

Speaker speaker\_0: ... of the agency she works for?

Speaker speaker\_1: She works for Partners Personnel. Uh, she doesn't look... Like, her English isn't that good, so I just have to click on translate for her.

Speaker speaker\_0: Okay. What languages does she speak?

Speaker speaker\_1: She speaks Hmong.

Speaker speaker\_0: I'm sorry, what's the language she speaks?

Speaker speaker\_1: Wait, wait. Do you under- Um, Hmong, H-M-O-N-G.

Speaker speaker\_0: Hmm. I mean, we have an interpreter service. Let me check 'cause we do have to speak to her directly to enroll her. Um...

Speaker speaker\_1: Okay.

Speaker speaker\_0: Let me double-check. Yes. We do have an interpreter service for that and that's one of the languages listed. Um, so she can call us over the phone.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, and we can get connected to an interpreter. Um, is she a new hire with Partners Personnel?

Speaker speaker\_1: Yeah. She started, like-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... kind of recent, maybe like under a month.

Speaker speaker\_0: 'Cause I want to say the majority of it-

Speaker speaker\_1: .

Speaker speaker\_0: ... is done over the phone. I'm trying to see-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... other ways that you guys could do it.

Speaker speaker\_1: I was looking online and the... I, I'm not too sure. The website looks kind of weird or looks kind of funky.

Speaker speaker\_0: It looks like she can do it online too, on the website. Um, the website is [mybiac.com/partnerspersonnel](http://mybiac.com/partnerspersonnel).

Speaker speaker\_1: Okay. Okay. So, do I just go, like... Does she just go through the Benefits and a Card Member Portal or does she go to the 90 Degree Benefits Member Login?

Speaker speaker\_0: No. She would just go to the website [mybiac.com/partnerspersonnel](http://mybiac.com/partnerspersonnel).

Speaker speaker\_1: Mm-hmm. Okay.

Speaker speaker\_0: And then once, uh, she gets onto that page... Oh, it does look a little bit different. Okay, I see. I've just pulled it up now. Um, I would say the Benefits and a Card Member Port- Portal, but it looks like that is disabled. I don't know if you're getting that error message on your end.

Speaker speaker\_1: Um, yeah. I'm getting that as well.

Speaker speaker\_0: Yeah. They must have made some changes to the website, 'cause I am not familiar with that. It used to-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... look a little bit different. So she might have to do it on, on over the phone, unfortunately.

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

Speaker speaker\_0: Now, do you guys have the benefits guide that goes over, like all the plans being offered, what they cover and how much they cost?

Speaker speaker\_1: Um, we don't. I was, I, I was hoping to find that online.

Speaker speaker\_0: Okay. Um, do you have a-

Speaker speaker\_1: It sounds a little bit better.

Speaker speaker\_0: ... good email?

Speaker speaker\_1: Uh, yes, I do.

Speaker speaker\_0: Okay. Let me try to send it to you by email. Give me one second.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. What is your email?

Speaker speaker\_1: Okay. So, my email is leejasen, L-E-E-J-A-S-E-N0@gmail.com.

Speaker speaker\_0: So, L-E-E-J-A-S-E-N0@gmail.com?

Speaker speaker\_1: That's mine. Correct.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All righty. And then with her being a new hire, she is going to have, uh-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 30 days from the date of her first check to get enrolled.

Speaker speaker\_1: Okay. What happens if she, if she misses the 30 days? Does she just not get, um, put into there and can she just, like sign up later?

Speaker speaker\_0: Um, so it... She only has 30 days from the date of her first check to get enrolled. If she misses that, the only other time she'll be able to enroll is during the company's open enrollment period, which typically, um, it looks like they typically have it in October of every year.

Speaker speaker\_1: Oh, okay. Gotcha. All right. Thank you for that.

Speaker speaker\_0: Yes, sir. Was there anything else maybe you had questions on?

Speaker speaker\_1: Uh, no. I think you covered it all. Thank you.

Speaker speaker\_0: You're welcome. You have a wonderful night.

Speaker speaker\_1: Yeah. I'll give them my... Or you guys will. I'll give them my, uh, contact to you guys.

Speaker speaker\_0: Okay. All righty.