

## **Transcript: VICTORIA**

**Taylor-5608405428813824-5374174689705984**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Hi, my name is Anaya Edwards. I was calling because on the voicemail it was trying to say, um, where was I working, like the staffing agency I'm working with, and I have that staffing agency I'm working with. Okay. So you got a voicemail and it was asking where, where you were working at? Yes, ma'am. Okay. Um, let me pull up your file and see what's going on. What's the name of the agency you work for? It is called Hos- uh, Hospitality Staffing. Okay. And the last four of your Social? 04430. And your first and last name again? Anaya Edwards. A-N-A-Y-A E-D-W-A-R-D-S. Okay. Do you mind verifying your address and date of birth? 1505 Montclair Road, Bremham Avenue, 35218. Date of birth is June 14th, 2003. Okay. So the ZIP code should be 35218? 35210, sorry. Okay, gotcha. Phone number 404-690-1072? Yes, my phone number. And then email is anayaedward21@icloud.com? Yes, ma'am. Okay. So I see that we made an outbound call on the 15th. Mm-hmm. But it looks like it was in regards to a enrollment form that we received. Um, it looks like you requested the MEC TelRx and the Virtual Primary Care for employee plus spouse. Yep. And we were just missing your spouse's information, so we just enrolled you into coverage for employee only. Now, what is that? So the MEC TelRx is the preventative medical plan, so it covers things like your physicals, vaccinations and preventative screenings at 100% as long as you stay in network. Mm-hmm. Um, and then the Virtual Primary Care, um, just, it's like a online service for, like, urgent care, primary care, um, you know, s- you know, stuff like that. Okay, 'cause I went to urgent care the other day, and they said they didn't accept me 'cause I, they, they... I didn't know that they didn't accept Medicaid. And I also didn't know there is a lot of them still accept, some, um, accept Medicaid and some of them don't. So now I know that, who all accept Medicaid and who don't. So we, we don't have anything- Yeah, I know. I'm not... I know. I'm just, uh, saying. It was just an example with my opinion. Okay. So I'm confused. Are you wanting to enroll into those two plans still through us, or...? I mean, that's... If they on there now, then I might... I'll just keep it right there. because I don't want to worry now. Okay. So I see that you were... Okay. So like I said, because we were missing the spouse's information on the enrollment form, we went ahead and enrolled you into those two plans for employee only. Um, now the actual enrollment process typically takes about one to two weeks to be processed through your payroll, and then the coverage would start the following Monday of your first payroll deduction. Okay. 'Cause, um, you can see that I'm working now, can't you? But I don't work 24/7. I only work when they need me to work. Yeah. So I, I don't have access to see when you're working or not. Um, but, I mean, this is just the benefits being offered through the staffing agency, so it would basically... You would have to be working with them in order for it to start. It's, uh, a deduction that's made out of your weekly check for the coverage. Now if you- How much is

the deduction? Yeah. So for the two plans that you selected, it's a total of \$21.64 a week. Oh. Okay. And you said it would start next week? I don't know if it'll start next week or the following week. Like I said, it depends on when they take that deduction out of your check whenever you see that first deduction being determined. So do they have to take that out of my account? Do they have to take that out because of the fact it's network? I'm sorry, what? I mean, 'cause I signed up. Do they have to take that out of my account 'cause I signed up? Yeah. So the only way to pay for it is by a deduction that's made on your weekly paycheck. Hmm. I don't know about this one 'cause I get Medicaid. Okay. I mean, if you want to cancel it, we can definitely do that. The only reason why we enrolled you into it is because we received a, uh, enrollment form where you requested it. When is that supposed to be requested? So you s-- signed and dated this form on the 11th of November. I don't remember that. Let me shoot... You know. Now you said, who this supposed to be again? Well, the name of our company is Benefits and a Card. We administer the medical insurance through HSS. I don't know about this. But um, yeah, I won't mind. I'll just, um, do the sign-up because I don't... I ain't, I ain't never heard of this. I don't know nothing about it. Okay. So are you wanting to cancel the coverage? No, you can just keep it. Okay. Did you have any other questions? No. I just thought I'd be able to keep it going because, like I said, I'm not at a permanent job right now. I just started this job Thursday. Okay. So as of right now, the coverage is not even active because we haven't received the first deduction yet. So- Okay. This time. Once that first, once that first deduction is made out of your check, the coverage will start the following Monday. And if there's ever a time where you're off an assignment, you can call us directly, which you'll receive a text message that there was a lapse in coverage. You can call us directly and make a payment for the coverage over the phone. Um, as long as it's not more than four weeks of not receiving a payroll deduction, the coverage would just start back up once you go back on another assignment. Mm-hmm. Okay. Uh, was there anything else that I could assist with? No, ma'am. Thank you. You're welcome. You have a wonderful 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 in a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Hi, my name is Anaya Edwards. I was calling because on the voicemail it was trying to say, um, where was I working, like the staffing agency I'm working with, and I have that staffing agency I'm working with.

Speaker speaker\_1: Okay. So you got a voicemail and it was asking where, where you were working at?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. Um, let me pull up your file and see what's going on. What's the name of the agency you work for?

Speaker speaker\_2: It is called Hos- uh, Hospitality Staffing.

Speaker speaker\_1: Okay. And the last four of your Social?

Speaker speaker\_2: 04430.

Speaker speaker\_1: And your first and last name again?

Speaker speaker\_2: Anaya Edwards. A-N-A-Y-A E-D-W-A-R-D-S.

Speaker speaker\_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_2: 1505 Montclair Road, Bremham Avenue, 35218. Date of birth is June 14th, 2003.

Speaker speaker\_1: Okay. So the ZIP code should be 35218?

Speaker speaker\_2: 35210, sorry.

Speaker speaker\_1: Okay, gotcha. Phone number 404-690-1072?

Speaker speaker\_2: Yes, my phone number.

Speaker speaker\_1: And then email is anayaedward21@icloud.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. So I see that we made an outbound call on the 15th.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: But it looks like it was in regards to a enrollment form that we received. Um, it looks like you requested the MEC TelRx and the Virtual Primary Care for employee plus spouse.

Speaker speaker\_2: Yep.

Speaker speaker\_1: And we were just missing your spouse's information, so we just enrolled you into coverage for employee only.

Speaker speaker\_2: Now, what is that?

Speaker speaker\_1: So the MEC TelRx is the preventative medical plan, so it covers things like your physicals, vaccinations and preventative screenings at 100% as long as you stay in network.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Um, and then the Virtual Primary Care, um, just, it's like a online service for, like, urgent care, primary care, um, you know, s- you know, stuff like that.

Speaker speaker\_2: Okay, 'cause I went to urgent care the other day, and they said they didn't accept me 'cause I, they, they... I didn't know that they didn't accept Medicaid. And I also didn't know there is a lot of them still accept, some, um, accept Medicaid and some of

them don't. So now I know that, who all accept Medicaid and who don't.

Speaker speaker\_1: So we, we don't have anything-

Speaker speaker\_2: Yeah, I know. I'm not... I know. I'm just, uh, saying. It was just an example with my opinion.

Speaker speaker\_1: Okay. So I'm confused. Are you wanting to enroll into those two plans still through us, or...?

Speaker speaker\_2: I mean, that's... If they on there now, then I might... I'll just keep it right there. because I don't want to worry now.

Speaker speaker\_1: Okay. So I see that you were... Okay. So like I said, because we were missing the spouse's information on the enrollment form, we went ahead and enrolled you into those two plans for employee only. Um, now the actual enrollment process typically takes about one to two weeks to be processed through your payroll, and then the coverage would start the following Monday of your first payroll deduction.

Speaker speaker\_2: Okay. 'Cause, um, you can see that I'm working now, can't you? But I don't work 24/7. I only work when they need me to work.

Speaker speaker\_1: Yeah. So I, I don't have access to see when you're working or not. Um, but, I mean, this is just the benefits being offered through the staffing agency, so it would basically... You would have to be working with them in order for it to start. It's, uh, a deduction that's made out of your weekly check for the coverage. Now if you-

Speaker speaker\_2: How much is the deduction?

Speaker speaker\_1: Yeah. So for the two plans that you selected, it's a total of \$21.64 a week.

Speaker speaker\_2: Oh. Okay. And you said it would start next week?

Speaker speaker\_1: I don't know if it'll start next week or the following week. Like I said, it depends on when they take that deduction out of your check whenever you see that first deduction being determined.

Speaker speaker\_2: So do they have to take that out of my account? Do they have to take that out because of the fact it's network?

Speaker speaker\_1: I'm sorry, what?

Speaker speaker\_2: I mean, 'cause I signed up. Do they have to take that out of my account 'cause I signed up?

Speaker speaker\_1: Yeah. So the only way to pay for it is by a deduction that's made on your weekly paycheck.

Speaker speaker\_2: Hmm. I don't know about this one 'cause I get Medicaid.

Speaker speaker\_1: Okay. I mean, if you want to cancel it, we can definitely do that. The only reason why we enrolled you into it is because we received a, uh, enrollment form where you requested it.

Speaker speaker\_2: When is that supposed to been requested?

Speaker speaker\_1: So you s-- signed and dated this form on the 11th of November.

Speaker speaker\_2: I don't remember that. Let me shoot... You know. Now you said, who this supposed to be again?

Speaker speaker\_1: Well, the name of our company is Benefits and a Card. We administer the medical insurance through HSS.

Speaker speaker\_2: I don't know about this. But um, yeah, I won't mind. I'll just, um, do the sign-up because I don't... I ain't, I ain't never heard of this. I don't know nothing about it.

Speaker speaker\_1: Okay. So are you wanting to cancel the coverage?

Speaker speaker\_2: No, you can just keep it.

Speaker speaker\_1: Okay. Did you have any other questions?

Speaker speaker\_2: No. I just thought I'd be able to keep it going because, like I said, I'm not at a permanent job right now. I just started this job Thursday.

Speaker speaker\_1: Okay. So as of right now, the coverage is not even active because we haven't received the first deduction yet. So-

Speaker speaker\_2: Okay. This time.

Speaker speaker\_1: Once that first, once that first deduction is made out of your check, the coverage will start the following Monday. And if there's ever a time where you're off an assignment, you can call us directly, which you'll receive a text message that there was a lapse in coverage. You can call us directly and make a payment for the coverage over the phone. Um, as long as it's not more than four weeks of not receiving a payroll deduction, the coverage would just start back up once you go back on another assignment.

Speaker speaker\_2: Mm-hmm. Okay.

Speaker speaker\_1: Uh, was there anything else that I could assist with?

Speaker speaker\_2: No, ma'am. Thank you.

Speaker speaker\_1: You're welcome. You have a wonderful day.

Speaker speaker\_2: You too.