

## **Transcript: VICTORIA**

**Taylor-5916579098968064-6184560328622080**

### **Full Transcript**

Thank you for holding. This is Victoria. How can I help you? Uh, good afternoon. Um, this is Jessica Villadelgado, um, speaking on behalf of Xander Villad- Villadelgado. I'm his wife. Okay. Um, I believe I just spoke with him. What's the name of his employer? Um, he works for Skilled Trades. Superior Skilled Trades? Yes. Okay, and what is the last four of his social so I can pull his file back up? Uh, 2693. Okay. And you said your name is Jessica? Yes. What is your date of birth? 10/27/1975. Okay, gotcha. All righty. So, um, it looks like I just need your social and, uh, your daughter's social. Okay. Um, I'm ready if you are. All righty. I'll go ahead and start with your social. Yes. It's 568-81-5249. And then let's see. What is your daughter's social? 626-17-9377. Okay, and then just to make sure your daughter's date of birth is March 9th, 2000? Yes. Yes, correct. Okay. I went ahead and updated the socials, and then, um, was there anything that maybe you had questions on? Um, yes. I just have a question about, um, if you've already sent out, um, a book for, you know, looking for doctors and- and stuff like that? Okay, so a couple of things. There was some confusion because I can see where someone went online and canceled the future enrollment and then declined coverage. So I had, when I spoke to him just a few minutes ago, I had to review all the plans with him and have him- Mm-hmm. ... pick a plan to process the enrollment again because- Hm. ... whoever went online on his account canceled and declined coverage. Okay. So I explained to him the different plans. We got him enrolled. We got you guys enrolled into a plan. So what happens from here is that it is going to take about one to two weeks for the enrollment- Okay. ... to be processed through his payroll. Okay. So he might not see the first deduction until two weeks from now. Once he does see that deduction being made, coverage will start the following Monday. Mm-hmm. And once the coverage is active, that's when the policy information is made and sent to, uh, to you guys. Okay. The ID card for the VIP Classic, which he chose, will be emailed. Mm-hmm. Okay. And then the instructions to find a provider will be on that ID card. Okay. I understand. Yes, ma'am. Okay. I think that should d- that- that should do it. All righty. Well, you have a wonderful day. Okay. I went ahead and got you guys all added, and everything is good to go. Okay, thank you so much. You're welcome. Have a good night. Okay, bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for holding. This is Victoria. How can I help you?

Speaker speaker\_1: Uh, good afternoon. Um, this is Jessica Villadelgado, um, speaking on behalf of Xander Villad- Villadelgado. I'm his wife.

Speaker speaker\_0: Okay. Um, I believe I just spoke with him. What's the name of his employer?

Speaker speaker\_1: Um, he works for Skilled Trades.

Speaker speaker\_0: Superior Skilled Trades?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, and what is the last four of his social so I can pull his file back up?

Speaker speaker\_1: Uh, 2693.

Speaker speaker\_0: Okay. And you said your name is Jessica?

Speaker speaker\_1: Yes.

Speaker speaker\_0: What is your date of birth?

Speaker speaker\_1: 10/27/1975.

Speaker speaker\_0: Okay, gotcha. All righty. So, um, it looks like I just need your social and, uh, your daughter's social.

Speaker speaker\_1: Okay. Um, I'm ready if you are.

Speaker speaker\_0: All righty. I'll go ahead and start with your social.

Speaker speaker\_1: Yes. It's 568-81-5249.

Speaker speaker\_0: And then let's see. What is your daughter's social?

Speaker speaker\_1: 626-17-9377.

Speaker speaker\_0: Okay, and then just to make sure your daughter's date of birth is March 9th, 2000?

Speaker speaker\_1: Yes. Yes, correct.

Speaker speaker\_0: Okay. I went ahead and updated the socials, and then, um, was there anything that maybe you had questions on?

Speaker speaker\_1: Um, yes. I just have a question about, um, if you've already sent out, um, a book for, you know, looking for doctors and- and stuff like that?

Speaker speaker\_0: Okay, so a couple of things. There was some confusion because I can see where someone went online and canceled the future enrollment and then declined coverage. So I had, when I spoke to him just a few minutes ago, I had to review all the plans with him and have him-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... pick a plan to process the enrollment again because-

Speaker speaker\_1: Hm.

Speaker speaker\_0: ... whoever went online on his account canceled and declined coverage.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So I explained to him the different plans. We got him enrolled. We got you guys enrolled into a plan. So what happens from here is that it is going to take about one to two weeks for the enrollment-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... to be processed through his payroll.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So he might not see the first deduction until two weeks from now. Once he does see that deduction being made, coverage will start the following Monday.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And once the coverage is active, that's when the policy information is made and sent to, uh, to you guys.

Speaker speaker\_1: Okay.

Speaker speaker\_0: The ID card for the VIP Classic, which he chose, will be emailed.

Speaker speaker\_1: Mm-hmm. Okay.

Speaker speaker\_0: And then the instructions to find a provider will be on that ID card.

Speaker speaker\_1: Okay. I understand.

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay. I think that should d- that- that should do it.

Speaker speaker\_0: All righty. Well, you have a wonderful day.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I went ahead and got you guys all added, and everything is good to go.

Speaker speaker\_1: Okay, thank you so much.

Speaker speaker\_0: You're welcome. Have a good night.

Speaker speaker\_1: Okay, bye-bye.

Speaker speaker\_0: Bye-bye.