

## **Transcript: VICTORIA**

**Taylor-6709271040409600-5379327572099072**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits at Sonic Grove. This is ... Yes, how can I help you? Uh, yes, my name is Stacy Stevens and I am an employee through Hamilton Riker and I was calling to find out about getting some insurance. Okay. Um, let me pull up your file. What's the last four of your social? 0969. Do you mind verifying your address and date of birth? 1165 Highland Drive, Beaverdam, Kentucky, 42320. Can you tell my birthdate? Yes, ma'am. 09-08-72. Okay. And phone number is 812-431-8436? Yes. And let's see. Email is itwasntmeatall@yahoo.com? Yep, it wasn't me at-all. Oh, okay. Gotcha. I just read that wrong. Okay. No, you're fine. Um, let's see. Do you know, do you know exactly what you're wanting to enroll into? Uh, the best plan with the least copays. Okay, um- I don't, I don't... I've never, I've not had insurance through work in probably 20 years because I've been on disability. Gotcha. So, um, there's a couple different medical plans that we offer now and this is not major medical insurance, um, so it's not going to be comparable to, like, Blue Cross or Blue Shield. Um, it's not going to cover a large portion of the medical bills, but I can email you, um, a copy of the benefits guide that kind of breaks down the different plans, uh, what they cover and how much they cost. Okay. Now will this be transferred through Delta once I get hired on? Uh, no, ma'am, this is just through the staffing agency. So in order to get insurance through Delta, I have to be hired on? I, I don't know about Delta. We, we only administer the insurance through Hamilton Riker. I don't know if Delta offers benefits and how that works. So the benefits being offered currently through Hamilton Riker Group is just what's being thr- offered through the staffing agency as long as you're working as a temp. Okay, go ahead and send over that information. Sure, um- And I'll take a look at it. And, like, the open enrollment for your employer is going to end on the 31st of this month, so you then to, uh, get enrolled. Okay. Yes, ma'am. But I did send that to your email. Uh, was there anything else you might need help with? You said the end enrollment was January 31st? Yes. Mm-hmm. Okay. Yeah, that's it. Thank you. You're welcome. You have a wonderful day. You as well. Bye-bye. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits at Sonic Grove. This is ...

Speaker speaker\_2: Yes, how can I help you?

Speaker speaker\_3: Uh, yes, my name is Stacy Stevens and I am an employee through Hamilton Riker and I was calling to find out about getting some insurance.

Speaker speaker\_2: Okay. Um, let me pull up your file. What's the last four of your social?

Speaker speaker\_3: 0969.

Speaker speaker\_2: Do you mind verifying your address and date of birth?

Speaker speaker\_3: 1165 Highland Drive, Beaverdam, Kentucky, 42320. Can you tell my birthdate?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_3: 09-08-72.

Speaker speaker\_2: Okay. And phone number is 812-431-8436?

Speaker speaker\_3: Yes.

Speaker speaker\_2: And let's see. Email is itwasntmeatall@yahoo.com?

Speaker speaker\_3: Yep, it wasn't me at-all.

Speaker speaker\_2: Oh, okay. Gotcha. I just read that wrong. Okay.

Speaker speaker\_3: No, you're fine.

Speaker speaker\_2: Um, let's see. Do you know, do you know exactly what you're wanting to enroll into?

Speaker speaker\_3: Uh, the best plan with the least copays.

Speaker speaker\_2: Okay, um-

Speaker speaker\_3: I don't, I don't... I've never, I've not had insurance through work in probably 20 years because I've been on disability.

Speaker speaker\_2: Gotcha. So, um, there's a couple different medical plans that we offer now and this is not major medical insurance, um, so it's not going to be comparable to, like, Blue Cross or Blue Shield. Um, it's not going to cover a large portion of the medical bills, but I can email you, um, a copy of the benefits guide that kind of breaks down the different plans, uh, what they cover and how much they cost.

Speaker speaker\_3: Okay. Now will this be transferred through Delta once I get hired on?

Speaker speaker\_2: Uh, no, ma'am, this is just through the staffing agency.

Speaker speaker\_3: So in order to get insurance through Delta, I have to be hired on?

Speaker speaker\_2: I, I don't know about Delta. We, we only administer the insurance through Hamilton Riker. I don't know if Delta offers benefits and how that works. So the benefits being offered currently through Hamilton Riker Group is just what's being thr- offered through the staffing agency as long as you're working as a temp.

Speaker speaker\_3: Okay, go ahead and send over that information.

Speaker speaker\_2: Sure, um-

Speaker speaker\_3: And I'll take a look at it.

Speaker speaker\_2: And, like, the open enrollment for your employer is going to end on the 31st of this month, so you then to, uh, get enrolled.

Speaker speaker\_3: Okay.

Speaker speaker\_2: Yes, ma'am. But I did send that to your email. Uh, was there anything else you might need help with?

Speaker speaker\_3: You said the end enrollment was January 31st?

Speaker speaker\_2: Yes. Mm-hmm.

Speaker speaker\_3: Okay. Yeah, that's it. Thank you.

Speaker speaker\_2: You're welcome. You have a wonderful day.

Speaker speaker\_3: You as well. Bye-bye.

Speaker speaker\_2: Bye-bye.