

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Yes, hi. My name is Rudy Martinez. Um, I'm, uh, I got this information from one of the temp agencies I'm at, and I was calling to see if I can get any information on, um, I guess this is for the insurance benefits. Uh, yes, sir. Um... We are plan, we're a plan administrator for health insurance benefits for various staffing companies. Um... Okay. Which, which staffing company do you work with, sir? I work with, uh, Partners Personnel. Okay. And then what's the last four of your Social so I can locate your file, Mr. Martinez? It's 4366. Thank you. And then, to confirm, can you verify your, uh, your address and your date of birth? Yeah, the address, it should be the 1890 North Boulevard, San Leandro, California 94577. And, uh, it's, uh, July 26, 1985. Thank you. And then we have a phone number on file of 510-736-8541? Correct. Okay. Um... Okay, can you confirm, our system shows it looks like, uh, the only hire date on file is from October of 2024. Uh, have you been working with Partners since then or have you left them and come back? So, so that, that was my question because I did start with... I had an assignment with them back around that date, but then I left. I finished my assignment and I left, and I just... This was maybe like around mid-November. I left with them, so I was only with them for about a month and a half maybe. Um, and then I left and then I just recently came back, um, because they... Uh, coincidentally I was looking through Indeed and there was a job offer there, and I wasn't even aware that it was through them. So then I guess you can kind of say they reinstated me- Okay. ... um, for an assignment. Yeah. So I'm, I don't know if I'm still eligible for, you know, if that, that still qualifies me for health insurance for me and my family. It, it might. We need to, we need to, um... I'll need to send your file on over to our back office team to verify if the gap between your assignments is large enough to consider you a rehire for, for insurance eligibility purposes. Um, w- Okay. So give, uh... I'll send your file to them. Uh, give us about a day or two to review everything and just verify your eligibility. And then, um, once I hear back from them, I can give you a call back and let you know if we can proceed with getting you enrolled or not. Okay? Uh, okay. You said like about a day or two? Yeah. So give us about one to two business days. Mm-hmm. Yeah, so, um, from today you should hear back from us by Thursday, uh, at the latest, if, uh, if not sooner. Okay. Um, okay. That's fine. Then let's go ahead and do that because I, I was, I was also in the process of, uh, the Medi-Cal stuff, and I was just calling in to see what, you know, if... Because you guys offer, uh, health insurance through... The, the agency offer health insurance through you guys. I want to see, you know, if that was a better option for us. Um, but yeah, I mean if you said I still have to go through the whole process and I'll wait. Um- Okay. ... then I'll just probably call back in like a day or two. It... Yeah, we'll, we'll give you a call back once we hear back from them. If you would like, I can also send you an information packet that goes over the benefits that Partners offers, uh, so you can have that informational look over. Um, can you just

confirm- Okay. ... we've got your email on file as rudymartineza@yahoo.com? Correct. Okay. So I'll send you the information. Uh, this is going to come from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. Um, just give that information packet a read through and see what benefits are available from Partners. And then when I give you a call back, um, after we hear back from the back office team, you can let me know if you want to enroll or not at that point. Okay? Okay. Okay. Yeah, we'll do that. All right then. Uh, was there anything else I could help you out with for now? Uh, no, just, uh, just that. All right, then. Well, if that's everything, uh, thanks again for calling and you have a wonderful day. Thank you. You too. Goodbye. Bye now.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_1: Yes, hi. My name is Rudy Martinez. Um, I'm, uh, I got this information from one of the temp agencies I'm at, and I was calling to see if I can get any information on, um, I guess this is for the insurance benefits.

Speaker speaker_0: Uh, yes, sir.

Speaker speaker_1: Um...

Speaker speaker_0: We are plan, we're a plan administrator for health insurance benefits for various staffing companies. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: Which, which staffing company do you work with, sir?

Speaker speaker_1: I work with, uh, Partners Personnel.

Speaker speaker_0: Okay. And then what's the last four of your Social so I can locate your file, Mr. Martinez?

Speaker speaker_1: It's 4366.

Speaker speaker_0: Thank you. And then, to confirm, can you verify your, uh, your address and your date of birth?

Speaker speaker_1: Yeah, the address, it should be the 1890 North Boulevard, San Leandro, California 94577. And, uh, it's, uh, July 26, 1985.

Speaker speaker_0: Thank you. And then we have a phone number on file of 510-736-8541?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Um... Okay, can you confirm, our system shows it looks like, uh, the only hire date on file is from October of 2024. Uh, have you been working with Partners since then or have you left them and come back?

Speaker speaker_1: So, so that, that was my question because I did start with... I had an assignment with them back around that date, but then I left. I finished my assignment and I left, and I just... This was maybe like around mid-November. I left with them, so I was only with them for about a month and a half maybe. Um, and then I left and then I just recently came back, um, because they... Uh, coincidentally I was looking through Indeed and there was a job offer there, and I wasn't even aware that it was through them. So then I guess you can kind of say they reinstated me-

Speaker speaker_0: Okay.

Speaker speaker_1: ... um, for an assignment. Yeah. So I'm, I don't know if I'm still eligible for, you know, if that, that still qualifies me for health insurance for me and my family.

Speaker speaker_0: It, it might. We need to, we need to, um... I'll need to send your file on over to our back office team to verify if the gap between your assignments is large enough to consider you a rehire for, for insurance eligibility purposes. Um, w-

Speaker speaker_1: Okay.

Speaker speaker_0: So give, uh... I'll send your file to them. Uh, give us about a day or two to review everything and just verify your eligibility. And then, um, once I hear back from them, I can give you a call back and let you know if we can proceed with getting you enrolled or not. Okay?

Speaker speaker_1: Uh, okay. You said like about a day or two?

Speaker speaker_0: Yeah. So give us about one to two business days.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Yeah, so, um, from today you should hear back from us by Thursday, uh, at the latest, if, uh, if not sooner.

Speaker speaker_1: Okay. Um, okay. That's fine. Then let's go ahead and do that because I, I was, I was also in the process of, uh, the Medi-Cal stuff, and I was just calling in to see what, you know, if... Because you guys offer, uh, health insurance through... The, the agency offer health insurance through you guys. I want to see, you know, if that was a better option for us. Um, but yeah, I mean if you said I still have to go through the whole process and I'll wait. Um-

Speaker speaker_0: Okay.

Speaker speaker_1: ... then I'll just probably call back in like a day or two.

Speaker speaker_0: It... Yeah, we'll, we'll give you a call back once we hear back from them. If you would like, I can also send you an information packet that goes over the benefits that Partners offers, uh, so you can have that informational look over. Um, can you just confirm-

Speaker speaker_1: Okay.

Speaker speaker_0: ... we've got your email on file as rudymartineza@yahoo.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So I'll send you the information. Uh, this is going to come from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. Um, just give that information packet a read through and see what benefits are available from Partners. And then when I give you a call back, um, after we hear back from the back office team, you can let me know if you want to enroll or not at that point. Okay?

Speaker speaker_1: Okay. Okay. Yeah, we'll do that.

Speaker speaker_0: All right then. Uh, was there anything else I could help you out with for now?

Speaker speaker_1: Uh, no, just, uh, just that.

Speaker speaker_0: All right, then. Well, if that's everything, uh, thanks again for calling and you have a wonderful day.

Speaker speaker_1: Thank you. You too. Goodbye.

Speaker speaker_0: Bye now.