

## Transcript: Chris Sofield

(deactivated)-6160848663298048-4503625932423168

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Chris. How can I help you today? Uh, it was telling me to enroll before my window closes, and I was just wondering what that's about. Okay, so it sounds like, uh, you're eligible for health insurance benefits from the staffing company you work with, and it's just letting you know that, um, d- uh, if you wish to enroll into those kinds of benefits, uh, to just do so before your window closes, which is the first 30 days after your first check. Um, if you're not looking to enroll under those kind of benefits, you can just disregard it. Oh, all righty. Uh, where do I enroll? Uh, y- that could either be online or over the phone with us here. Um, what staffing company do you work with? Innovative. Innovative? Okay. Um, if, uh, if you want, I... Let me double-check something real quick here. One moment. Uh, if you want, I can send you an information packet via s- uh, email that goes over, like, the plans that, um, that Innovative has to offer. Gives you an idea of what kind of policies are available, uh, what kind of coverage you can look for, uh, things like that. Um... and then, I can also give you the, uh, website to where if you just want to look at this information yourself, you can do so. Um, I did just also double-check, it looks like Innovative, uh, does not allow online enrollment, so the only way to enroll would be, uh, over the phone with us, then. Can I already enroll? Uh, yeah. Uh, w- what's the last four of your Social? Uh... hold on one second. It's in my wallet. Hmm. I can't remember. Oh, goddamn it. It is... 5748. Okay, and your first and last name? Uh, Aiden Castro. All right, Mr. Castro, could you verify your address and date of birth? 113005 100 Lakeshore Drive, Princeton, Kentucky. Okay. Uh, we have a phone on file of 270-601-6923. Is that correct? Yes, sir. Okay. Um... Mr. Castro, it looks like you actually are already enrolled. It looks like you're set up for medical, dental, and vision through a form that you filled out when you, uh, signed up to work through Innovative. Uh, looks like you filled this form out back towards the middle of September. Um, but- Yeah, yeah, yeah, yeah. ... maybe because... Yeah, maybe because of delay of when you signed up to work for them and actually getting a job, that's probably why you were told about the window now. Um, but yeah, no, we already have your enrollment for medical, dental, and vision on file. We're just waiting for Innovative to start taking deductions out of paychecks for you. Oh, sweet. All right. Yeah, I, I was so confused because I thought that I already did that. And then, like, I was, I was confused if I wasn't gonna get them, so I just wanted to double-check that I was insured and all my stuff. Yeah, no, it, it looks like everything's fine. Um, it, it was just a, uh, like I said, a delay between you, um, signing that form and then actually starting to work through Innovative. Uh, that's- that's where we are now. Well, all righty. Sweet. Thank you so much, Chris. No problem. Thanks again for calling, and have a wonderful day. All right. You too, man. Bye-bye. All right. M- m- bye now.

## Conversation Format

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

Speaker speaker\_1: Thank you for calling Benefits and a Card, this is Chris. How can I help you today?

Speaker speaker\_2: Uh, it was telling me to enroll before my window closes, and I was just wondering what that's about.

Speaker speaker\_1: Okay, so it sounds like, uh, you're eligible for health insurance benefits from the staffing company you work with, and it's just letting you know that, um, d- uh, if you wish to enroll into those kinds of benefits, uh, to just do so before your window closes, which is the first 30 days after your first check. Um, if you're not looking to enroll under those kind of benefits, you can just disregard it.

Speaker speaker\_2: Oh, all righty. Uh, where do I enroll?

Speaker speaker\_1: Uh, y- that could either be online or over the phone with us here. Um, what staffing company do you work with?

Speaker speaker\_2: Innovative.

Speaker speaker\_1: Innovative? Okay. Um, if, uh, if you want, I... Let me double-check something real quick here. One moment. Uh, if you want, I can send you an information packet via s- uh, email that goes over, like, the plans that, um, that Innovative has to offer. Gives you an idea of what kind of policies are available, uh, what kind of coverage you can look for, uh, things like that. Um... and then, I can also give you the, uh, website to where if you just want to look at this information yourself, you can do so. Um, I did just also double-check, it looks like Innovative, uh, does not allow online enrollment, so the only way to enroll would be, uh, over the phone with us, then.

Speaker speaker\_2: Can I already enroll?

Speaker speaker\_1: Uh, yeah. Uh, w- what's the last four of your Social?

Speaker speaker\_2: Uh... hold on one second. It's in my wallet. Hmm. I can't remember. Oh, goddamn it. It is... 5748.

Speaker speaker\_1: Okay, and your first and last name?

Speaker speaker\_2: Uh, Aiden Castro.

Speaker speaker\_1: All right, Mr. Castro, could you verify your address and date of birth?

Speaker speaker\_2: 113005 100 Lakeshore Drive, Princeton, Kentucky.

Speaker speaker\_1: Okay. Uh, we have a phone on file of 270-601-6923. Is that correct?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay. Um... Mr. Castro, it looks like you actually are already enrolled. It looks like you're set up for medical, dental, and vision through a form that you filled out when you, uh, signed up to work through Innovative. Uh, looks like you filled this form out back towards the middle of September. Um, but-

Speaker speaker\_2: Yeah, yeah, yeah, yeah.

Speaker speaker\_1: ... maybe because... Yeah, maybe because of delay of when you signed up to work for them and actually getting a job, that's probably why you were told about the window now. Um, but yeah, no, we already have your enrollment for medical, dental, and vision on file. We're just waiting for Innovative to start taking deductions out of paychecks for you.

Speaker speaker\_2: Oh, sweet. All right. Yeah, I, I was so confused because I thought that I already did that. And then, like, I was, I was confused if I wasn't gonna get them, so I just wanted to double-check that I was insured and all my stuff.

Speaker speaker\_1: Yeah, no, it, it looks like everything's fine. Um, it, it was just a, uh, like I said, a delay between you, um, signing that form and then actually starting to work through Innovative. Uh, that's- that's where we are now.

Speaker speaker\_2: Well, all righty. Sweet. Thank you so much, Chris.

Speaker speaker\_1: No problem. Thanks again for calling, and have a wonderful day.

Speaker speaker\_2: All right. You too, man. Bye-bye.

Speaker speaker\_1: All right. M- m- bye now.