

Transcript: Chris Sofield

(deactivated)-6467527020953600-6590431805095936

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hey, I wa-... I was returning a phone call. How does that work? Okay. Um, so we're a plan administrator for health insurance benefits for staffing companies. If we were trying to get in contact with you, that's what it would be about. Uh, do you - Oh, okay. ... work with a staffing company? Um, yes, I do. Okay. And what staffing company do you work with? Um, Mega Force. Mega Force. Okay. Um... Yeah, go for it. All right. And then to check to see what exactly that call was about, was there any sort of, like, voicemail left or anything? Um, no, there wasn't. This is a new call. Okay. All right, um, I'll have to pull up your file in our system to see what the notes state as to why you were get-... why you were contacted. Uh, what's the last four of your social? Uh, 1640. And... Let's see here. And your first and last name? Joey Smith. Thank you. Mr. Smith, could you verify your address and date of birth for me? Yeah. 519 Laurel Lane, Winterville, North Carolina 28590. And date of birth's 7/18/92. Thank you. This is going on file of 252-576-7123? Yes, sir. Okay. Okay, the reason that we called you was because your... the insurance enrollment form that you filled out- Uh-huh. ... you selected that you wanted insurance coverage, but you also didn't want insurance coverage and we were trying to verify which it was. Oh, okay. Okay. Well, I, um... I was-... I was wonder, can I re-enroll, like, later on? Uh, you're only allowed to enroll during, uh, your eligibility window, so, um, during the first 30 days after your first paycheck. Um, so w-... uh, a- as long as you're within that window, then yes, you're allowed to enroll. But if you're no-... not within that window, then you're not eligible to do so. Oh, okay. Sounds good. Okay. Well, then, don't worry. I'll do... Um, it's all right. All right. Anything else? No, sir. That'll do it. Thank you. All right. Thanks again for calling and have a wonderful day.

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 Chris. How can I help you today?

Speaker speaker_2: Hey, I wa-... I was returning a phone call. How does that work?

Speaker speaker_1: Okay. Um, so we're a plan administrator for health insurance benefits for staffing companies. If we were trying to get in contact with you, that's what it would be about. Uh, do you -

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... work with a staffing company?

Speaker speaker_2: Um, yes, I do.

Speaker speaker_1: Okay. And what staffing company do you work with?

Speaker speaker_2: Um, Mega Force.

Speaker speaker_1: Mega Force. Okay. Um...

Speaker speaker_3: Yeah, go for it.

Speaker speaker_1: All right. And then to check to see what exactly that call was about, was there any sort of, like, voicemail left or anything?

Speaker speaker_2: Um, no, there wasn't. This is a new call.

Speaker speaker_1: Okay. All right, um, I'll have to pull up your file in our system to see what the notes state as to why you were get-... why you were contacted. Uh, what's the last four of your social?

Speaker speaker_2: Uh, 1640.

Speaker speaker_1: And... Let's see here. And your first and last name?

Speaker speaker_2: Joey Smith.

Speaker speaker_1: Thank you. Mr. Smith, could you verify your address and date of birth for me?

Speaker speaker_2: Yeah. 519 Laurel Lane, Winterville, North Carolina 28590. And date of birth's 7/18/92.

Speaker speaker_1: Thank you. This is going on file of 252-576-7123?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Okay, the reason that we called you was because your... the insurance enrollment form that you filled out-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... you selected that you wanted insurance coverage, but you also didn't want insurance coverage and we were trying to verify which it was.

Speaker speaker_2: Oh, okay. Okay. Well, I, um... I was-... I was wonder, can I re-enroll, like, later on?

Speaker speaker_1: Uh, you're only allowed to enroll during, uh, your eligibility window, so, um, during the first 30 days after your first paycheck. Um, so w-... uh, a- as long as you're within that window, then yes, you're allowed to enroll. But if you're no-... not within that window, then you're not eligible to do so.

Speaker speaker_2: Oh, okay. Sounds good. Okay. Well, then, don't worry. I'll do... Um, it's all right.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: No, sir. That'll do it. Thank you.

Speaker speaker_1: All right. Thanks again for calling and have a wonderful day.