

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Justin, how are you today? Doing pretty well, and yourself? I'm good. I'm calling to see if you got some information, health insurance information on the Javon Mattocks that was sent in yesterday. Uh, if you've got any information regarding health insurance? Yes. Um- His work- What's the back of your ID say you work for? WorkSmart? Uh-huh. And the last four of your Social? Is, uh, 3960. And what was your first and last name? It's called Javon Mattocks. Are you calling on behalf of Javon? Yes. Yes, I am. Okay. Um, so I would actually need to speak with them regarding this information. Are they nearby? Okay. He, he's sick right now. That's why I'm doing it. I'm his mother, but I'll try to wake him up. Okay. Javon, this is the guy about the insurance. He just wanna speak to you for a minute. Can you wake him and ask questions? I don't know how many to ask questions or ask, but I'm right here. He has the flu. Hello? Hey. Do you authorize for your mother to speak on your behalf? Yes, sir. Okay. You can hand the phone back to her. Okay. Thanks. You're welcome. Okay. I'm back. Okay. Yeah. I just wanted to ask if, if, um, if you gave permission for me to speak. To request... Right. I understand. Um, yeah. Um, for security purposes, can you verify the home address, including city, state and ZIP code? 30... 30 El Dorado East, Tuscaloosa, 35405. And his date of birth? January 23rd, '95. And a good telephone number I have for him is 205-534-5628. Correct. And his email is mattocks4780att.net? Correct. Okay. So let's see here. Um, was he wanting to be enrolled, or what was he wanting to do? He kept getting his, uh, email address, I mean, for him to do it, and he's still getting it today. Uh, saying that this is his last... He, he could fill out the forms and, uh, sign some papers. So we filled out... He filled out that form and sent it back. It was, uh, and I, uh, guess it's pertaining to insurance, you know. Okay. Um, so yes. If he's, he's, if he's receiving text messages or emails from WorkSmart, that's probably to let him know that they are still within their company open enrollment period. However, if he submitted an enrollment form to WorkSmart or us, the Benefits and a Card, we're still waiting on that document. So once our data entry team goes through that, uh, through that stack, I do know that, uh, the enrollment form will be, uh, submitted and he will be enrolled. Um, it's just when, uh, our data entry team goes through that stuff. Right. I was just trying to check, uh, just to make sure it went through on this end. That's all I was trying to do, is just make sure it went through. You know. Totally understand. Um, the form- 'Cause after, 'cause after the form was, uh, completed, you know, I just closed out the... He closed out the, um, the machine, you know, got off his page, assuming that it went, you know. But I don't know 'cause it didn't say send or anything like that. It didn't say anything. It just said, "Fill out the form and sign," and that's what was taking place. So we... Just trying to figure out if, if you guys received it because they're saying this is the last day, and I guess that's why the... The... I don't know if it's a automatic, uh, thing that sends out saying this and keep on sending it or whatever, but it

never in a... Reply that it was received. Okay. Um, so if any... If you do know that if it was submitted, um, we're just waiting for WorkSmart to send that information to us, or once we receive it here at Benefits and a Card. However, if he remembers his elections, by any chance, I can go ahead and get this process started for him. So as w- once this process complete- Does he remember what? His elections, like what he enrolled into. Oh. It was just insurance, and it didn't specify... I mean, it didn't give me no selection, uh, options. It just was asking me the b- um, the basic information of the doctors, um, their address, um, what, what is his, uh, you know, his medical history and stuff like that. Uh, now, if it was asking- But it wasn't showing us... This is WorkSmart. Yeah. If it was asking for all of that, us at Benefits and a Card, none of our enrollment forms have any of that on there. So, it may have just been a form through WorkSmart. Okay. Well, maybe I haven't just called in. You know, 'cause that's what it was, you know, replying to. Just ask me, you know, basic questions, you know, information about, you know. And it says principal, uh, insurance. Uh, yeah. No, ma'am, that's not through us. Okay, that's probably something else for them. Okay, then. All right. I'll call them then. Thank you for your time. Is there anything else I can help you out with today? No, sir. You have a blessed day. You do the same, okay? Uh-huh. Bye-bye. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Justin, how are you today?

Speaker speaker_0: Doing pretty well, and yourself?

Speaker speaker_1: I'm good. I'm calling to see if you got some information, health insurance information on the Javon Mattocks that was sent in yesterday.

Speaker speaker_0: Uh, if you've got any information regarding health insurance?

Speaker speaker_1: Yes.

Speaker speaker_0: Um-

Speaker speaker_1: His work-

Speaker speaker_0: What's the back of your ID say you work for? WorkSmart?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Is, uh, 3960.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: It's called Javon Mattocks.

Speaker speaker_0: Are you calling on behalf of Javon?

Speaker speaker_1: Yes. Yes, I am.

Speaker speaker_0: Okay. Um, so I would actually need to speak with them regarding this information. Are they nearby?

Speaker speaker_1: Okay. He, he's sick right now. That's why I'm doing it. I'm his mother, but I'll try to wake him up.

Speaker speaker_0: Okay.

Speaker speaker_1: Javon, this is the guy about the insurance. He just wanna speak to you for a minute. Can you wake him and ask questions? I don't know how many to ask questions or ask, but I'm right here. He has the flu.

Speaker speaker_2: Hello?

Speaker speaker_0: Hey. Do you authorize for your mother to speak on your behalf?

Speaker speaker_2: Yes, sir.

Speaker speaker_0: Okay. You can hand the phone back to her.

Speaker speaker_2: Okay. Thanks.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Okay. I'm back.

Speaker speaker_0: Okay. Yeah. I just wanted to ask if, if, um, if you gave permission for me to speak.

Speaker speaker_1: To request... Right. I understand.

Speaker speaker_0: Um, yeah. Um, for security purposes, can you verify the home address, including city, state and ZIP code?

Speaker speaker_1: 30... 30 El Dorado East, Tuscaloosa, 35405.

Speaker speaker_0: And his date of birth?

Speaker speaker_1: January 23rd, '95.

Speaker speaker_0: And a good telephone number I have for him is 205-534-5628.

Speaker speaker_1: Correct.

Speaker speaker_0: And his email is mattocks4780att.net?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So let's see here. Um, was he wanting to be enrolled, or what was he wanting to do?

Speaker speaker_1: He kept getting his, uh, email address, I mean, for him to do it, and he's still getting it today. Uh, saying that this is his last... He, he could fill out the forms and, uh,

sign some papers. So we filled out... He filled out that form and sent it back. It was, uh, and I, uh, guess it's pertaining to insurance, you know.

Speaker speaker_0: Okay. Um, so yes. If he's, he's, if he's receiving text messages or emails from WorkSmart, that's probably to let him know that they are still within their company open enrollment period. However, if he submitted an enrollment form to WorkSmart or us, the Benefits and a Card, we're still waiting on that document. So once our data entry team goes through that, uh, through that stack, I do know that, uh, the enrollment form will be, uh, submitted and he will be enrolled. Um, it's just when, uh, our data entry team goes through that stuff.

Speaker speaker_1: Right. I was just trying to check, uh, just to make sure it went through on this end. That's all I was trying to do, is just make sure it went through. You know.

Speaker speaker_0: Totally understand. Um, the form-

Speaker speaker_1: 'Cause after, 'cause after the form was, uh, completed, you know, I just closed out the... He closed out the, um, the machine, you know, got off his page, assuming that it went, you know. But I don't know 'cause it didn't say send or anything like that. It didn't say anything. It just said, "Fill out the form and sign," and that's what was taking place. So we... Just trying to figure out if, if you guys received it because they're saying this is the last day, and I guess that's why the... The... I don't know if it's a automatic, uh, thing that sends out saying this and keep on sending it or whatever, but it never in a... Reply that it was received.

Speaker speaker_0: Okay. Um, so if any... If you do know that if it was submitted, um, we're just waiting for WorkSmart to send that information to us, or once we receive it here at Benefits and a Card. However, if he remembers his elections, by any chance, I can go ahead and get this process started for him. So as w- once this process complete-

Speaker speaker_1: Does he remember what?

Speaker speaker_0: His elections, like what he enrolled into.

Speaker speaker_1: Oh. It was just insurance, and it didn't specify... I mean, it didn't give me no selection, uh, options. It just was asking me the b- um, the basic information of the doctors, um, their address, um, what, what is his, uh, you know, his medical history and stuff like that.

Speaker speaker_0: Uh, now, if it was asking-

Speaker speaker_1: But it wasn't showing us... This is WorkSmart.

Speaker speaker_0: Yeah. If it was asking for all of that, us at Benefits and a Card, none of our enrollment forms have any of that on there. So, it may have just been a form through WorkSmart.

Speaker speaker_1: Okay. Well, maybe I haven't just called in. You know, 'cause that's what it was, you know, replying to. Just ask me, you know, basic questions, you know, information about, you know. And it says principal, uh, insurance.

Speaker speaker_0: Uh, yeah. No, ma'am, that's not through us.

Speaker speaker_1: Okay, that's probably something else for them. Okay, then.

Speaker speaker_0: All right.

Speaker speaker_1: I'll call them then. Thank you for your time.

Speaker speaker_0: Is there anything else I can help you out with today?

Speaker speaker_1: No, sir. You have a blessed day.

Speaker speaker_0: You do the same, okay?

Speaker speaker_1: Uh-huh. Bye-bye.

Speaker speaker_0: All right. Bye-bye.