

Transcript: Justin

Mills-4571681778515968-6692640245366784

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hello. Good afternoon. I called because of, um, my parents, Isla Debonet and Joliva. They working with Surge and the lady told me to call to make sure that they get regis- here for the insurance but they never received the card. Okay. Are you calling on behalf of someone else? Yeah. Okay. Well, I would actually need to speak with them regarding that information. My mom is ready. Hello? Hey. What's the staffing agency you work for? Surge. And the last four of your social? Uh, her social? Last four digits, yes. 9650. So 9650. Yeah. Yeah. And her first and last name? It's Isla Debonet. Debonet. Isla Debonet. Gotcha. And for security purposes, could you verify the home address, including city, state and zip codes? Um, we were told, but we moved. I don't know if the lady will remember to change it for us. The first one was 9... Give me one moment. 10987 Arley Drive, Shippensburg, Pennsylvania. And the zip code is 17257. Okay. And what's the new address so I can go ahead and update it for her? 1305 Bard Drive. Like, B-A-R-D Drive. Shippensburg, Pennsylvania. I- it is the same zip code, 17257. Yep. And confirm her date of birth. Date of birth. May 8th- May 8th. ... 1975. And I got the telephone number I have for her is 786-413-6296. Yes. And the email I have for her is her first name, last name44@gmail? Yeah. Okay. Um, let's see here. Well, here, do you mind if I place you on a brief hold while I email the information to her? No. Okay, great. Yep. Hello. Are you still there? Yes. Hello. Awesome. Thank you so much for holding. So I went ahead and emailed her her ID card to the email that we had on file. Email that she should be looking out for will be coming from info, that's I-N-F-O, @benefitscenter... Not info but justin@benefitscentercard.com. My apologies. Um, so Justin, my first name, @benefitscentercard.com, okay? Mm-hmm. Oh, wait. I cannot see... There's no, um... Oh, it's on the back. I'm sorry. So, she can go to the hospital with that? Uh, she can go to the hospital with it, um, or doctor's office. However, I do know that, that her plan only covers preventative healthcare services like physicals, diabetes screenings, vaccinations, pretty much things that generally make her stay healthy. Hm, okay. And for my dad, do I have to call back, or you can do it for me too? Um, is he nearby as well? Yeah. I mean, whatever. Oh, no, he went to go, to get my little brother. Hello there. Yes. Hello. Ca va? He's ready. Godo. Hello? I'm still here. Yeah. My daddy's here, sir. Dido. Dido? Okay. Um, was he needing his ID card as well? Yes, 'cause we didn't receive none of those. That's why I was trying to call and make sure. Okay, bear with me one second. Okay. So Surge Staffing, what's the last four of your Social, sir? Five digits of Social Security number. I go it? Give him a moment. He's got to look up who it- Who ever it was. I can't see my phone here. 1992. So 1-9-9-0? Yeah. And his first and last name? Jules Li-Va-Je-Den-Nay. Okay. Okay, so Surge and last four of this is 1-9-9-0, correct? Yes. And will you spell the last name for me? The last name is D-I-E-U-D-O-N-N-E. And a M... And so he works through Surge? Yes. Okay. Um...

Let's see him pull up. All right, will you spell his first and last name for me please? The first name is Jules, like J-U-L-E-S. Liva, L-I-V-A. And the last name is D-I-E-U-D-O-N-N-E. Okay, let's see. You said first name B-O, B-Y? I'm sorry. No Jules, Jules. Okay. Let's see. Joseph, yeah, I'm not seeing him in our system. Um, confirm the spelling of- But they were supposed to tell me to wait one month. He just got one month at the job. She told me to wait one month and after, I'm gonna receive a call from you to tell me how everything was going. But I never receive a call from my mom, so I was like, let me call for both of them, 'cause I was waiting for my mom's call. She has two months working for Surge, and my mo- and my dad just got one month working for them. I don't know- Okay. So I'm trying to pull, I'm, so I'm trying to pull his file. Like- Mm-hmm. I'm just trying to pull his file to see if he, if he is enrolled into anything. Um, I'm just trying to confirm the spelling of his first name, because I'm not seeing him in our system just yet. Oh. Uh, so I may have to create him a file. But let me try just full Social. What's his full Social? Uh, let me get it again. It's... Wait, give me one moment. I've got the number wrong for the social. It's 302-1963-40. 63-40? Yes. Yeah. So, Jules, okay. Okay, so let's see. And verify his home address, including city, state and ZIP code for me. It's 1305 Bird Drive, Shippensburg, Pennsylvania 1963-1957. And his date of birth? August 8, 1950- 57. And a good telephone number I have for him is 786-257-6075? Yeah. And his email is juleslevi@gmail? Jules Levi... Yeah. Okay, um, so looking at the file, he's not currently enrolled into anything just yet. However, he's still eligible to be enrolled, um, so it looks like Search, Staffing hasn't automatically enrolled him into anything just yet, 'cause it hasn't been his 30 days. Oh, okay. But I get to have the card, like, like, how you saved my mom card when they are older, so we can use it? Um, yes. So, once he does become auto-enrolled, he'll be... He'll receive that physical ID card, um, but I mean, I can go ahead and, uh, enroll him now if wa- if, if you wanted to hurry up and speed up the process. Okay. And for the physical card for my mom, they... We never receive it. Like, do y'all send it to her? She didn't receive it or never get sent? Um, so it was probably sent to the old address since the new address wasn't updated. However, I'll go ahead and put in a request for a new physical ID card to be mailed out for her, so she should receive it within 7 to 10 business days, okay? All right, thank you. You're welcome. Is there anything else I can help you all with today? No. And one last question; you s- uh, you told me what exactly she's gonna be able to do with the card, but I don't remember all of those. You said only therapy? What else? Uh, preventative healthcare services. So, like, physicals, diabetes screenings, vaccinations. Pretty much things that generally make her stay healthy, so they're called preventative healthcare services. Oh, so she not gonna be able to go to the eye doctor already? Correct. It's just medical. Oh, okay. All right, thank you. You're welcome. Have a great day. And is there anything same for my dad? Um, yes, he will be auto-enrolled. I'm checking the file. He does have until December 14th to make that final decision to add any other benefits he wanted to. Okay. Is there anything else- All right, thank you. ... I can help you all with today? Um, and to add more benefit to the card, do I have to call you or Search? Uh, he would call us at Benefits and a Card. Um, looks like your mom, since she did receive the ID card already, she's outside of her personal open enrollment period, so she wouldn't be able to add anything. But your father, on the other hand, he's still eligible, so he has until December 14th to make that final decision. Oh, okay. All right. That'll be us. Thank you. You're welcome. You have a great day, okay? Uh, you too. All right, 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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hello. Good afternoon. I called because of, um, my parents, Isla Debonet and Joliva. They working with Surge and the lady told me to call to make sure that they get regis- here for the insurance but they never received the card.

Speaker speaker_1: Okay. Are you calling on behalf of someone else?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Well, I would actually need to speak with them regarding that information.

Speaker speaker_2: My mom is ready.

Speaker speaker_3: Hello?

Speaker speaker_1: Hey. What's the staffing agency you work for?

Speaker speaker_3: Surge.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: Uh, her social?

Speaker speaker_1: Last four digits, yes.

Speaker speaker_2: 9650.

Speaker speaker_1: So 9650.

Speaker speaker_2: Yeah.

Speaker speaker_3: Yeah.

Speaker speaker_1: And her first and last name?

Speaker speaker_2: It's Isla Debonet. Debonet.

Speaker speaker_1: Isla Debonet. Gotcha. And for security purposes, could you verify the home address, including city, state and zip codes?

Speaker speaker_2: Um, we were told, but we moved. I don't know if the lady will remember to change it for us. The first one was 9... Give me one moment. 10987 Arley Drive, Shippensburg, Pennsylvania. And the zip code is 17257.

Speaker speaker_1: Okay. And what's the new address so I can go ahead and update it for her?

Speaker speaker_2: 1305 Bard Drive. Like, B-A-R-D Drive. Shippensburg, Pennsylvania. I- it is the same zip code, 17257.

Speaker speaker_1: Yep. And confirm her date of birth.

Speaker speaker_2: Date of birth. May 8th-

Speaker speaker_3: May 8th.

Speaker speaker_2: ... 1975.

Speaker speaker_1: And I got the telephone number I have for her is 786-413-6296.

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have for her is her first name, last name44@gmail?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Um, let's see here. Well, here, do you mind if I place you on a brief hold while I email the information to her?

Speaker speaker_2: No. Okay, great.

Speaker speaker_3: Yep.

Speaker speaker_1: Hello. Are you still there?

Speaker speaker_2: Yes. Hello.

Speaker speaker_1: Awesome. Thank you so much for holding. So I went ahead and emailed her her ID card to the email that we had on file. Email that she should be looking out for will be coming from info, that's I-N-F-O, @benefitscenter... Not info but justin@benefitscentercard.com. My apologies. Um, so Justin, my first name, @benefitscentercard.com, okay?

Speaker speaker_2: Mm-hmm. Oh, wait. I cannot see...There's no, um... Oh, it's on the back. I'm sorry. So, she can go to the hospital with that?

Speaker speaker_1: Uh, she can go to the hospital with it, um, or doctor's office. However, I do know that, that her plan only covers preventative healthcare services like physicals, diabetes screenings, vaccinations, pretty much things that generally make her stay healthy.

Speaker speaker_2: Hm, okay. And for my dad, do I have to call back, or you can do it for me too?

Speaker speaker_1: Um, is he nearby as well?

Speaker speaker_2: Yeah. I mean, whatever. Oh, no, he went to go, to get my little brother.

Speaker speaker_4: Hello there. Yes. Hello.

Speaker speaker_2: Ca va? He's ready.

Speaker speaker_4: Godo.

Speaker speaker_2: Hello?

Speaker speaker_1: I'm still here.

Speaker speaker_2: Yeah. My daddy's here, sir.

Speaker speaker_4: Dido.

Speaker speaker_5: Dido?

Speaker speaker_2: Okay.

Speaker speaker_1: Um, was he needing his ID card as well?

Speaker speaker_2: Yes, 'cause we didn't receive none of those. That's why I was trying to call and make sure.

Speaker speaker_1: Okay, bear with me one second.

Speaker speaker_2: Okay.

Speaker speaker_1: So Surge Staffing, what's the last four of your Social, sir?

Speaker speaker_2: Five digits of Social Security number.

Speaker speaker_5: I go it?

Speaker speaker_2: Give him a moment. He's got to look up who it-

Speaker speaker_4: Who ever it was. I can't see my phone here.

Speaker speaker_2: 1992.

Speaker speaker_1: So 1-9-9-0?

Speaker speaker_2: Yeah.

Speaker speaker_1: And his first and last name?

Speaker speaker_2: Jules Li-Va-Je-Den-Nay.

Speaker speaker_1: Okay. Okay, so Surge and last four of this is 1-9-9-0, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: And will you spell the last name for me?

Speaker speaker_2: The last name is D-I-E-U-D-O-N-N-E.

Speaker speaker_1: And a M... And so he works through Surge?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um... Let's see him pull up. All right, will you spell his first and last name for me please?

Speaker speaker_2: The first name is Jules, like J-U-L-E-S. Liva, L-I-V-A. And the last name is D-I-E-U-D-O-N-N-E.

Speaker speaker_1: Okay, let's see. You said first name B-O, B-Y? I'm sorry.

Speaker speaker_2: No Jules, Jules.

Speaker speaker_1: Okay. Let's see. Joseph, yeah, I'm not seeing him in our system. Um, confirm the spelling of-

Speaker speaker_2: But they were supposed to tell me to wait one month. He just got one month at the job. She told me to wait one month and after, I'm gonna receive a call from you to tell me how everything was going. But I never receive a call from my mom, so I was like, let me call for both of them, 'cause I was waiting for my mom's call. She has two months working for Surge, and my mo- and my dad just got one month working for them. I don't know-

Speaker speaker_1: Okay. So I'm trying to pull, I'm, so I'm trying to pull his file. Like-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: I'm just trying to pull his file to see if he, if he is enrolled into anything. Um, I'm just trying to confirm the spelling of his first name, because I'm not seeing him in our system just yet.

Speaker speaker_2: Oh.

Speaker speaker_1: Uh, so I may have to create him a file. But let me try just full Social. What's his full Social?

Speaker speaker_2: Uh, let me get it again. It's... Wait, give me one moment. I've got the number wrong for the social. It's 302-1963-40.

Speaker speaker_1: 63-40?

Speaker speaker_2: Yes.

Speaker speaker_1: Yeah. So, Jules, okay. Okay, so let's see. And verify his home address, including city, state and ZIP code for me.

Speaker speaker_2: It's 1305 Bird Drive, Shippensburg, Pennsylvania 1963-1957.

Speaker speaker_1: And his date of birth?

Speaker speaker_2: August 8, 1950-

Speaker speaker_6: 57.

Speaker speaker_1: And a good telephone number I have for him is 786-257-6075?

Speaker speaker_2: Yeah.

Speaker speaker_1: And his email is juleslevi@gmail?

Speaker speaker_2: Jules Levi... Yeah.

Speaker speaker_1: Okay, um, so looking at the file, he's not currently enrolled into anything just yet. However, he's still eligible to be enrolled, um, so it looks like Search, Staffing hasn't automatically enrolled him into anything just yet, 'cause it hasn't been his 30 days.

Speaker speaker_2: Oh, okay. But I get to have the card, like, like, how you saved my mom card when they are older, so we can use it?

Speaker speaker_1: Um, yes. So, once he does become auto-enrolled, he'll be... He'll receive that physical ID card, um, but I mean, I can go ahead and, uh, enroll him now if wa- if, if you wanted to hurry up and speed up the process.

Speaker speaker_2: Okay. And for the physical card for my mom, they... We never receive it. Like, do y'all send it to her? She didn't receive it or never get sent?

Speaker speaker_1: Um, so it was probably sent to the old address since the new address wasn't updated. However, I'll go ahead and put in a request for a new physical ID card to be mailed out for her, so she should receive it within 7 to 10 business days, okay?

Speaker speaker_2: All right, thank you.

Speaker speaker_1: You're welcome. Is there anything else I can help you all with today?

Speaker speaker_2: No. And one last question; you s- uh, you told me what exactly she's gonna be able to do with the card, but I don't remember all of those. You said only therapy? What else?

Speaker speaker_1: Uh, preventative healthcare services. So, like, physicals, diabetes screenings, vaccinations. Pretty much things that generally make her stay healthy, so they're called preventative healthcare services.

Speaker speaker_2: Oh, so she not gonna be able to go to the eye doctor already?

Speaker speaker_1: Correct. It's just medical.

Speaker speaker_2: Oh, okay. All right, thank you.

Speaker speaker_1: You're welcome. Have a great day.

Speaker speaker_2: And is there anything same for my dad?

Speaker speaker_1: Um, yes, he will be auto-enrolled. I'm checking the file. He does have until December 14th to make that final decision to add any other benefits he wanted to.

Speaker speaker_2: Okay.

Speaker speaker_1: Is there anything else-

Speaker speaker_2: All right, thank you.

Speaker speaker_1: ... I can help you all with today?

Speaker speaker_2: Um, and to add more benefit to the card, do I have to call you or Search?

Speaker speaker_1: Uh, he would call us at Benefits and a Card. Um, looks like your mom, since she did receive the ID card already, she's outside of her personal open enrollment period, so she wouldn't be able to add anything. But your father, on the other hand, he's still eligible, so he has until December 14th to make that final decision.

Speaker speaker_2: Oh, okay. All right. That'll be us. Thank you.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: Uh, you too.

Speaker speaker_1: All right, bye-bye.