

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes. Uh, my name is Larry Blackmon and, uh, I, uh, was, was cut off, uh, because of the, uh, the lack of work, uh, from the, you know, through the agency. Because I, I received the benefit through, through the agency and it's kind of like we ran out of work ... Mm-hmm. ... for me and I was cut off from your guys', uh, plan. And they, they, uh, someone sent a message and said that I, I can reapply. Okay. Um, what's the staffing agency you work for? Uh, Adepta. Adepta HR? Adepta HR, HR, yes. Okay. And what's the last four of your Social? Uh, let's see. Yeah, I have to say it first upfront before I say it backwards . Uh, 2984 . And for security purposes, could you verify your home address, including city, state and zip code, Mr. Blackmon? Mm-hmm. My home address is 533 East Casita, uh, Street, uh, Azusa, California. And confirm your date of birth? 8/26/58. And a good telephone number. 626-383-7638. Yes, it is. The email I have is barbiegirl300@cs.com. Yes. Okay. Uh... My wife, uh... Yeah. So that, um, text message that you probably received was probably a courtesy reminder letting you know that Adepta HR is in their company open enrollment period, uh, up until March 1st. So, you have the option to enroll, make changes or cancel benefits offered through them. However, I can get you enrolled in the benefits if, if that's what you're wanting to do. Okay, good. I probably... I need to get on there as soon as possible. I'm missing out on many things right now . Okay. Um, so let's see. Now, I do see that you had the MEC TeleRX, the VIP Plus and short-term disability before. Did you want to reinstate that coverage and add anything else, or, or what? Uh... Let me see. Uh, th- they had... That's what I, I had at first, right? Correct. Yes, sir. Yeah, we just... We just... Uh, yeah, I just take, uh, whatever, whatever I had at first. Okay. So let's see here. Same package, same package. VIP Plus, disability and the MEC TeleRX. Did you want to add anything else, or just those three? No, just those three for right now. Okay. So... Okay. So, doing those three would make your total deductions \$51.74 per week. We authorize Adepta HR to make that deduction for you. A week? Oh, okay. Okay. So let me go ahead and save that. So, I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness that first payroll deduction of the \$51.74 come off your paycheck, coverage begins the Monday we receive that deduction from Adepta HR. Seven to 10 business days later, you'll receive new ph- physical and policy ID cards in the mail. Um, but other than that, Larry, is there anything else I can help you out with today? No, I think that's it. Um, yeah, I think that's it. Okay. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful weekend. All right? Thanks for your patience. Thanks a lot. You, too. You're welcome and thank you. Bye-bye. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yes. Uh, my name is Larry Blackmon and, uh, I, uh, was, was cut off, uh, because of the, uh, the lack of work, uh, from the, you know, through the agency. Because I, I, I received the benefit through, through the agency and it's kind of like we ran out of work ...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... for me and I was cut off from your guys', uh, plan. And they, they, uh, someone sent a message and said that I, I can reapply.

Speaker speaker_0: Okay. Um, what's the staffing agency you work for?

Speaker speaker_1: Uh, Adepta.

Speaker speaker_0: Adepta HR?

Speaker speaker_1: Adepta HR, HR, yes.

Speaker speaker_0: Okay. And what's the last four of your Social?

Speaker speaker_1: Uh, let's see. Yeah, I have to say it first upfront before I say it backwards . Uh, 2984 .

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Mr. Blackmon?

Speaker speaker_1: Mm-hmm. My home address is 533 East Casita, uh, Street, uh, Azusa, California.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 8/26/58.

Speaker speaker_0: And a good telephone number. 626-383-7638.

Speaker speaker_1: Yes, it is.

Speaker speaker_0: The email I have is barbiegirl300@cs.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Uh...

Speaker speaker_1: My wife, uh...

Speaker speaker_0: Yeah. So that, um, text message that you probably received was probably a courtesy reminder letting you know that Adepta HR is in their company open enrollment period, uh, up until March 1st. So, you have the option to enroll, make changes or cancel benefits offered through them. However, I can get you enrolled in the benefits if, if that's what you're wanting to do.

Speaker speaker_1: Okay, good. I probably... I need to get on there as soon as possible. I'm missing out on many things right now .

Speaker speaker_0: Okay. Um, so let's see. Now, I do see that you had the MEC TeleRX, the VIP Plus and short-term disability before. Did you want to reinstate that coverage and add anything else, or, or what?

Speaker speaker_1: Uh... Let me see. Uh, th- they had... That's what I, I had at first, right?

Speaker speaker_0: Correct. Yes, sir.

Speaker speaker_1: Yeah, we just... We just... Uh, yeah, I just take, uh, whatever, whatever I had at first.

Speaker speaker_0: Okay. So let's see here.

Speaker speaker_1: Same package, same package.

Speaker speaker_0: VIP Plus, disability and the MEC TeleRX. Did you want to add anything else, or just those three?

Speaker speaker_1: No, just those three for right now.

Speaker speaker_0: Okay. So... Okay. So, doing those three would make your total deductions \$51.74 per week. We authorize Adepta HR to make that deduction for you.

Speaker speaker_1: A week? Oh, okay.

Speaker speaker_0: Okay. So let me go ahead and save that. So, I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness that first payroll deduction of the \$51.74 come off your paycheck, coverage begins the Monday we receive that deduction from Adepta HR. Seven to 10 business days later, you'll receive new ph- physical and policy ID cards in the mail. Um, but other than that, Larry, is there anything else I can help you out with today?

Speaker speaker_1: No, I think that's it. Um, yeah, I think that's it.

Speaker speaker_0: Okay. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful weekend. All right?

Speaker speaker_1: Thanks for your patience. Thanks a lot. You, too.

Speaker speaker_0: You're welcome and thank you. Bye-bye.

Speaker speaker_1: All right. Bye-bye.