

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? Hi. I am calling, um, regarding my brother-in-law. He's here with me. His wife passed away and we are trying to figure out his benefit options. Okay. Um, is he nearby so I can speak with him? Yes. He's out... Here he is. They just want to hear you for a minute. Okay. Hey, do you authorize for her to speak on your behalf? Oh, uh, hold on, Bonnie. Uh, yeah. I sure do. This is Andre Morris. Okay. Uh, you can hand the phone back to her. Okay. Thank you. Mm-hmm. Okay. Thank you. You're welcome. What's the staffing agency he works for? DTC Focus Workforce Management. Yeah. 86... And the last four of his social? 8600. And what was your first and last name? My name is Megan Morris. Uh, what was his name? Andre Morris. And for security purposes, could you verify his home address, including city, state and zip code? Uh, Andre Morris, 1419 Belmont Avenue, Parsons, Kansas, 67357. And confirmed date of birth? Um, yesterday, so February 6th of '81. And a good telephone number I have for him is 620-423-2585. Yes. And his email I have is artillismonk@gmail.com. Andre, artillismonk@jmail.com? Yes. Yeah. Either that, Gmail or Yahoo, one of the two. Yeah, Gmail or Yahoo, one of those two. Okay, so let's see here. So looking at the file, it looks like he isn't currently enrolled in anything. However, he's eligible to be enrolled since Focus is still on their company open enrollment period up until the 15th- Right. Well, he, he, he, um, started his job two weeks ago and s- filled out all the paperwork for that. Okay. Um, because looking at the file, we haven't received those documents from Focus, so he was never enrolled. Well, yeah. We, w- he filled all that paperwork out when he started it. Okay. Um, so like I said, we haven't received that information from Focus. Um, they usually send it on a weekly basis. Um, but like I said, we haven't received it, so he was never enrolled in anything. Hey. Hold on a minute, please. Hey, Andre. They said they never received any information from Focus. Okay. So they didn't receive any- Nothing. So you don't have it. No, there's nothing on it. Uh, none of it. So we need to contact his employer then? Um, no. I would reach out to the employer, but the employer's going to tell you to reach back out to us. It's just going to be a endless loop. Yeah. That's, that's the problem, um, is that this is like the seventh phone call. And we kind of need to figure it out, um, because we have, we've had a death in the family. Um, and he really doesn't need to be on the phone dealing with all this right now. I totally understand that. Even if, even if the document did get submitted and sent over to us, pending enrollments take one to two weeks to go through. So unfortunately, it's not immediate. So if he has a life insurance policy on his wife and his wife passed away today, how do we deal with that? Um, well, he doesn't have a life insurance policy because he's not currently enrolled into anything through Focus. How long does it take to be, for it to be active once you start working? Um, when you start working... Well, pending enrollments take one to two weeks to go through. And then usually deductions come off that check and they usually become active, become active that

following Monday. So it's usually a one to two-week process to get everything processed through Focus. Andre, has, have you paid for the life insurance out of your check yet? That, I don't know. I, I have to ask them. If I don't pay for one- It's a one to two-week process for it to be active. Well, he wouldn't have any deductions right now because, like I said, he's not currently enrolled in anything, so... They would have sent me the payment today if they did. So the payment that I got with my first check today. So you haven't got a payment from him today then? No, ma'am. Because like I said, he's not currently enrolled in anything, so he shouldn't have any deductions coming from us. Okay. Because today was straight up two weeks since he filled the paperwork out. Yes. Yeah. If it takes one to two weeks, today's two weeks. Okay. Um, so like I said, we never received that document from Focus so... even if he was enrolled. So unfortunately, the one to two-week process never happened because he was never enrolled, so... Yeah, I don't think that's why I called in. Okay. So we need to talk to his employer then since they didn't send the paperwork? I mean, I, I would. Um, but if... Honestly, they're going to for- tell you to call us back because we deal with their health insurance. But unfortunately, like I said, the document was never submitted to us, so he was never enrolled in anything, so the member would not have any deductions come off his check because he's not enrolled into anything right now. Hmm. Okay. Okay. Um, I will call the employer and see what we need to figure out. Is there anything else I can help you out with today? Nope. Thank you. All right. You're welcome. You have a great day. Okay? You too. Okay.

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: Hi. I am calling, um, regarding my brother-in-law. He's here with me. His wife passed away and we are trying to figure out his benefit options.

Speaker speaker_0: Okay. Um, is he nearby so I can speak with him?

Speaker speaker_1: Yes. He's out... Here he is. They just want to hear you for a minute.

Speaker speaker_0: Okay. Hey, do you authorize for her to speak on your behalf?

Speaker speaker_2: Oh, uh, hold on, Bonnie. Uh, yeah. I sure do. This is Andre Morris.

Speaker speaker_0: Okay. Uh, you can hand the phone back to her.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. What's the staffing agency he works for?

Speaker speaker_1: DTC Focus Workforce Management.

Speaker speaker_2: Yeah. 86...

Speaker speaker_0: And the last four of his social?

Speaker speaker_1: 8600.

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

Speaker speaker_1: My name is Megan Morris.

Speaker speaker_0: Uh, what was his name?

Speaker speaker_1: Andre Morris.

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

Speaker speaker_1: Uh, Andre Morris, 1419 Belmont Avenue, Parsons, Kansas, 67357.

Speaker speaker_0: And confirmed date of birth?

Speaker speaker_1: Um, yesterday, so February 6th of '81.

Speaker speaker_0: And a good telephone number I have for him is 620-423-2585.

Speaker speaker_1: Yes.

Speaker speaker_0: And his email I have is artillism Monk@gmail.com.

Speaker speaker_1: Andre, artillism Monk@jmail.com?

Speaker speaker_2: Yes. Yeah. Either that, Gmail or Yahoo, one of the two.

Speaker speaker_1: Yeah, Gmail or Yahoo, one of those two.

Speaker speaker_0: Okay, so let's see here. So looking at the file, it looks like he isn't currently enrolled in anything. However, he's eligible to be enrolled since Focus is still on their company open enrollment period up until the 15th-

Speaker speaker_1: Right. Well, he, he, he, um, started his job two weeks ago and s- filled out all the paperwork for that.

Speaker speaker_0: Okay. Um, because looking at the file, we haven't received those documents from Focus, so he was never enrolled.

Speaker speaker_1: Well, yeah. We, w- he filled all that paperwork out when he started it.

Speaker speaker_0: Okay. Um, so like I said, we haven't received that information from Focus. Um, they usually send it on a weekly basis. Um, but like I said, we haven't received it, so he was never enrolled in anything.

Speaker speaker_1: Hey. Hold on a minute, please. Hey, Andre. They said they never received any information from Focus.

Speaker speaker_2: Okay. So they didn't receive any-

Speaker speaker_1: Nothing. So you don't have it. No, there's nothing on it. Uh, none of it. So we need to contact his employer then?

Speaker speaker_0: Um, no. I would reach out to the employer, but the employer's going to tell you to reach back out to us. It's just going to be a endless loop.

Speaker speaker_1: Yeah. That's, that's the problem, um, is that this is like the seventh phone call. And we kind of need to figure it out, um, because we have, we've had a death in the family. Um, and he really doesn't need to be on the phone dealing with all this right now.

Speaker speaker_0: I totally understand that. Even if, even if the document did get submitted and sent over to us, pending enrollments take one to two weeks to go through. So unfortunately, it's not immediate.

Speaker speaker_1: So if he has a life insurance policy on his wife and his wife passed away today, how do we deal with that?

Speaker speaker_0: Um, well, he doesn't have a life insurance policy because he's not currently enrolled into anything through Focus.

Speaker speaker_1: How long does it take to be, for it to be active once you start working?

Speaker speaker_0: Um, when you start working... Well, pending enrollments take one to two weeks to go through. And then usually deductions come off that check and they usually become active, become active that following Monday. So it's usually a one to two-week process to get everything processed through Focus.

Speaker speaker_1: Andre, has, have you paid for the life insurance out of your check yet?

Speaker speaker_2: That, I don't know. I, I have to ask them. If I don't pay for one-

Speaker speaker_1: It's a one to two-week process for it to be active.

Speaker speaker_0: Well, he wouldn't have any deductions right now because, like I said, he's not currently enrolled in anything, so...

Speaker speaker_2: They would have sent me the payment today if they did. So the payment that I got with my first check today.

Speaker speaker_1: So you haven't got a payment from him today then?

Speaker speaker_0: No, ma'am. Because like I said, he's not currently enrolled in anything, so he shouldn't have any deductions coming from us.

Speaker speaker_1: Okay. Because today was straight up two weeks since he filled the paperwork out.

Speaker speaker_2: Yes. Yeah.

Speaker speaker_1: If it takes one to two weeks, today's two weeks.

Speaker speaker_0: Okay. Um, so like I said, we never received that document from Focus so... even if he was enrolled. So unfortunately, the one to two-week process never happened

because he was never enrolled, so...

Speaker speaker_1: Yeah, I don't think that's why I called in.

Speaker speaker_0: Okay.

Speaker speaker_1: So we need to talk to his employer then since they didn't send the paperwork?

Speaker speaker_0: I mean, I, I would. Um, but if... Honestly, they're going to for- tell you to call us back because we deal with their health insurance. But unfortunately, like I said, the document was never submitted to us, so he was never enrolled in anything, so the member would not have any deductions come off his check because he's not enrolled into anything right now.

Speaker speaker_1: Hmm. Okay. Okay. Um, I will call the employer and see what we need to figure out.

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

Speaker speaker_1: Nope. Thank you.

Speaker speaker_0: All right. You're welcome. You have a great day. Okay?

Speaker speaker_1: You too. Okay.