

Transcript: Justin

Mills-5013310099079168-4879046133071872

Full Transcript

... your name first. ... card. This is Justin. How can I help you today? Hi, my name is Darius Perry, and I need to get my card renewed. Um, get your card renewed? What do you mean by that? Your insurance, your insurance card. It's, it need to be updated. I need to update it. Okay. What's that staffing agency you work for? Megaforce. Megaforce. And the last four of your social? Let me see. Your Social Security number, the last four. It's in your phone. Hold on. Give me a minute. Okay. Um, my last, my last four? Correct. Mm-hmm. 1311. You said Darius Perry? Yes. Yes, sir. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Darius? One, 111 Heath Road, in Wilmington, North Carolina. Zip code, 27- The zip code is- 27589. ... 27589. May I confirm your date of birth? 10/21/04. And a good telephone number I have is 252-425-9407. No, that's my old... I got my, my new number. I can give you my new number. Yeah, what's a good new number for you? 252-326-4299. And just to confirm, 252-326-4299? Yes, sir. Okay. And the email I have is dariusperry252@gmail.com? Um, wait, repeat. The email I have is dariusperry252@gmail.com. Yes, sir. Okay, so let's see here. Here. When did you start with Megaforce Staffing? I think it was 2023. Yeah, it was 2023. Okay. Let's see here. And are you back working with them on a new assignment? Yes, the full-time now. Yes, full-time. All right. Let's see. 'Cause I can either reinstate the same coverage that you had before. Um, there's just a pending enrollment process that goes along with that. However, um, I may need to confirm a new hire date on you, to see if you were considered a rehire, um, so you can obtain more benefits, if need be. Um, I could either do, I could do both, whichever would be easier for you. Yes, that'll be fine. Okay, so what I'll go ahead and do, um, I'll reach out to my back office, have them confirm, uh, eligibility for you. And then once I do receive word back from my back office, I can give you a call back, letting you know their response. Now, if you are eligible to ma- to be re-enrolled, I can process the benefits for you, or process the enrollment for you for new benefits. However, if they come back saying that you're not eligible, um, I can reinstate the coverage that you had before, which was the MEC TeleRx, dental and short-term disability. Oh, okay. Okay. Okay. Sir. Yeah. Um, I'm his mother, and I'm trying to, um, I'm trying to, I'm just trying to help him. Um, this, this is called Mega Plan. So they just was saying that the card is, um, it's like it's not updated or something like that. But he, it, it is showing that he's, he has insurance with that, with Megaforce. Uh, well looking at the file, it looks like it was COBRA. Uh, did he take a leave when it... Or like did he take a break from the assignment at all, by any chance? No, sir. He used to... He was work- he was working for a temp company, then he became permanent. Okay. Yes, sir. Um, okay. So we are the benefit administrators for that temp service. Um, I don't know if we are the new benefit administrators for, for his new employer, where he just got hired on full-time. Um, but I can... I'm trying to think. Either he can reach out to his new HR department at his new employer that he ha- got hired on directly with,

um, or confirm- Mm-hmm. ... everything. 'Cause as of right now, um, you stated that he got hired on full-time through Megaforce. Is that correct? Yes, sir. Okay. Now, is he receiving paychecks through Megaforce or is he receiving paychecks through a different employee? Yes, sir. I mean, yes, he works... Yeah. Well, you, you work for Wind River Tobacco Company. I want to say it's, it was Megaforce. It was Megaforce, then it, um, I got paid by Megaforce, then I started getting paid- By Wind River. ... by Wind River. Okay, so since... Okay, so since he stated he just get, he got paid through a different company, I would reach out to that company, to see who their benefit administrators are. 'Cause we're the, we're the benefit administrators for Megaforce only, for temps- Oh, okay. ... employees that work through Megaforce. Okay. Thank you, sir. You're welcome. Y'all have a great day, okay? Okay. You too. All right, bye-bye. All right, bye-bye.

Conversation Format

Speaker speaker_0: ... your name first.

Speaker speaker_1: ... card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, my name is Darius Perry, and I need to get my card renewed.

Speaker speaker_1: Um, get your card renewed? What do you mean by that?

Speaker speaker_0: Your insurance, your insurance card. It's, it need to be updated.

Speaker speaker_2: I need to update it.

Speaker speaker_1: Okay. What's that staffing agency you work for?

Speaker speaker_0: Megaforce.

Speaker speaker_2: Megaforce.

Speaker speaker_1: And the last four of your social?

Speaker speaker_0: Let me see. Your Social Security number, the last four. It's in your phone.

Speaker speaker_2: Hold on. Give me a minute.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, my last, my last four?

Speaker speaker_1: Correct.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: 1311.

Speaker speaker_1: You said Darius Perry?

Speaker speaker_2: Yes. Yes, sir.

Speaker speaker_1: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Darius?

Speaker speaker_2: One, 111 Heath Road, in Wilmington, North Carolina.

Speaker speaker_0: Zip code, 27-

Speaker speaker_2: The zip code is-

Speaker speaker_0: 27589.

Speaker speaker_2: ... 27589.

Speaker speaker_1: May I confirm your date of birth?

Speaker speaker_2: 10/21/04.

Speaker speaker_1: And a good telephone number I have is 252-425-9407.

Speaker speaker_2: No, that's my old... I got my, my new number. I can give you my new number.

Speaker speaker_1: Yeah, what's a good new number for you?

Speaker speaker_2: 252-326-4299.

Speaker speaker_1: And just to confirm, 252-326-4299?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. And the email I have is dariusperry252@gmail.com?

Speaker speaker_2: Um, wait, repeat.

Speaker speaker_1: The email I have is dariusperry252@gmail.com.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, so let's see here. Here. When did you start with Megaforce Staffing?

Speaker speaker_0: I think it was 2023.

Speaker speaker_2: Yeah, it was 2023.

Speaker speaker_1: Okay. Let's see here. And are you back working with them on a new assignment?

Speaker speaker_0: Yes, the full-time now.

Speaker speaker_2: Yes, full-time.

Speaker speaker_1: All right. Let's see. 'Cause I can either reinstate the same coverage that you had before. Um, there's just a pending enrollment process that goes along with that. However, um, I may need to confirm a new hire date on you, to see if you were considered a

rehire, um, so you can obtain more benefits, if need be. Um, I could either do, I could do both, whichever would be easier for you.

Speaker speaker_2: Yes, that'll be fine.

Speaker speaker_1: Okay, so what I'll go ahead and do, um, I'll reach out to my back office, have them confirm, uh, eligibility for you. And then once I do receive word back from my back office, I can give you a call back, letting you know their response. Now, if you are eligible to ma- to be re-enrolled, I can process the benefits for you, or process the enrollment for you for new benefits. However, if they come back saying that you're not eligible, um, I can reinstate the coverage that you had before, which was the MEC TeleRx, dental and short-term disability.

Speaker speaker_0: Oh, okay.

Speaker speaker_2: Okay.

Speaker speaker_0: Okay. Sir.

Speaker speaker_1: Yeah.

Speaker speaker_0: Um, I'm his mother, and I'm trying to, um, I'm trying to, I'm just trying to help him. Um, this, this is called Mega Plan. So they just was saying that the card is, um, it's like it's not updated or something like that. But he, it, it is showing that he's, he has insurance with that, with Megaforce.

Speaker speaker_1: Uh, well looking at the file, it looks like it was COBRA. Uh, did he take a leave when it... Or like did he take a break from the assignment at all, by any chance?

Speaker speaker_0: No, sir. He used to... He was work- he was working for a temp company, then he became permanent.

Speaker speaker_1: Okay.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Um, okay. So we are the benefit administrators for that temp service. Um, I don't know if we are the new benefit administrators for, for his new employer, where he just got hired on full-time. Um, but I can... I'm trying to think. Either he can reach out to his new HR department at his new employer that he ha- got hired on directly with, um, or confirm-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... everything. 'Cause as of right now, um, you stated that he got hired on full-time through Megaforce. Is that correct?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Now, is he receiving paychecks through Megaforce or is he receiving paychecks through a different employee?

Speaker speaker_0: Yes,

Speaker speaker_3: sir. I mean, yes, he works... Yeah. Well, you, you work for Wind River Tobacco Company. I want to say it's, it was Megaforce.

Speaker speaker_2: It was Megaforce, then it, um, I got paid by Megaforce, then I started getting paid-

Speaker speaker_3: By Wind River.

Speaker speaker_2: ... by Wind River.

Speaker speaker_1: Okay, so since... Okay, so since he stated he just get, he got paid through a different company, I would reach out to that company, to see who their benefit administrators are. 'Cause we're the, we're the benefit administrators for Megaforce only, for temps-

Speaker speaker_3: Oh, okay.

Speaker speaker_1: ... employees that work through Megaforce.

Speaker speaker_3: Okay. Thank you, sir.

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

Speaker speaker_2: Okay.

Speaker speaker_3: You too. All right, bye-bye.

Speaker speaker_1: All right, bye-bye.