

## **Transcript: Justin**

**Mills-5279725609074688-6095263629361152**

### **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? Hi. Um, I applied for, um, the, for new coverage on Friday, and, um, it said co- like decision pending. I'm wondering when or how that gets confirmed. How long does it take? Um, so pending enrollments usually take one to two weeks to go through. Okay. And then whenever you witness a deduction of whatever you're enrolled into, coverage usually begins that following Monday. Okay. So ok- okay. So it could take up to a weekend till I get like, an email or how does that...? Um, so I would just- I have- ... keep an eye out on your pay stubs. However, let me try pulling your file to give you an exact deduction amount. Um, what's the staffing agency you work for? Um, it's Creative Circle. And the last four of your social? 8896. And what was your first and last name? It's Lauren Pinch, P-I-N-C-H. And for security purposes, can you verify your home address, including city, state and zip code, Lauren? Sure. It's 1205 Mohawk Lane, St. Joseph, Michigan, 49085. And confirm your date of birth? 9-28-79. And a good telephone number has 202-870-2574? Yes. And the email has lauren.pinch@gmail.com? That's right. Okay, so let's see here. So it looks like it's a pending request sent for enrollment, so it looks like you should be experiencing deductions sometime this week for you to become active around Monday. Um... Okay. We're just waiting for Creative Circle to send those deductions over on you. Um, but that- Okay. ... deduction amount would be \$44.29. Okay. Yeah. That sounds, that sounds good. So, I was just, um, because I was curious about the status, I tried to log in to- to the system, but I'm assuming I can't log in until, like, it's official next week or...? Um, you should still be able to log into the portal. Are you using member login or are you using enroll/decline coverage when you go to the portal? Um, when I go to the portal, I went to member login. Okay, so that's- that's probably what's going on. So it's supposed to do... You're supposed to click, uh, enroll/decline coverage and then en- uh, log in through that way, and then you can view the portal- Oh. ... through that way. Got it. Okay. That... Okay. I still see what it looked like before. That sounds good. And okay, so it's enrolled/declined coverage. In the future, would that also be the button to keep an eye on this? Or is it- is it always enroll/decline? Yes, ma'am. Okay. Yes, ma'am. Always enroll/decline coverage. Okay, got it. All right, that makes sense. Thank you so much. You're welcome, Lauren. You have a great day, okay? Okay. Thank you. 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: Hi. Um, I applied for, um, the, for new coverage on Friday, and, um, it said co- like decision pending. I'm wondering when or how that gets confirmed. How long does it take?

Speaker speaker\_1: Um, so pending enrollments usually take one to two weeks to go through.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And then whenever you witness a deduction of whatever you're enrolled into, coverage usually begins that following Monday.

Speaker speaker\_2: Okay. So ok- okay. So it could take up to a weekend till I get like, an email or how does that...?

Speaker speaker\_1: Um, so I would just-

Speaker speaker\_2: I have-

Speaker speaker\_1: ... keep an eye out on your pay stubs. However, let me try pulling your file to give you an exact deduction amount. Um, what's the staffing agency you work for?

Speaker speaker\_2: Um, it's Creative Circle.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: 8896.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: It's Lauren Pinch, P-I-N-C-H.

Speaker speaker\_1: And for security purposes, can you verify your home address, including city, state and zip code, Lauren?

Speaker speaker\_2: Sure. It's 1205 Mohawk Lane, St. Joseph, Michigan, 49085.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: 9-28-79.

Speaker speaker\_1: And a good telephone number has 202-870-2574?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email has lauren.pinch@gmail.com?

Speaker speaker\_2: That's right.

Speaker speaker\_1: Okay, so let's see here. So it looks like it's a pending request sent for enrollment, so it looks like you should be experiencing deductions sometime this week for you

to become active around Monday. Um...

Speaker speaker\_2: Okay.

Speaker speaker\_1: We're just waiting for Creative Circle to send those deductions over on you. Um, but that-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... deduction amount would be \$44.29.

Speaker speaker\_2: Okay. Yeah. That sounds, that sounds good. So, I was just, um, because I was curious about the status, I tried to log in to- to the system, but I'm assuming I can't log in until, like, it's official next week or...?

Speaker speaker\_1: Um, you should still be able to log into the portal. Are you using member login or are you using enroll/decline coverage when you go to the portal?

Speaker speaker\_2: Um, when I go to the portal, I went to member login.

Speaker speaker\_1: Okay, so that's- that's probably what's going on. So it's supposed to do... You're supposed to click, uh, enroll/decline coverage and then en- uh, log in through that way, and then you can view the portal-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... through that way.

Speaker speaker\_2: Got it. Okay. That... Okay. I still see what it looked like before. That sounds good. And okay, so it's enrolled/declined coverage. In the future, would that also be the button to keep an eye on this? Or is it- is it always enroll/decline?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yes, ma'am. Always enroll/decline coverage.

Speaker speaker\_2: Okay, got it. All right, that makes sense. Thank you so much.

Speaker speaker\_1: You're welcome, Lauren. You have a great day, okay?

Speaker speaker\_2: Okay. Thank you. Bye-bye.