

## **Transcript: Justin**

**Mills-5451497264168960-5869725006217216**

### **Full Transcript**

Thank you for calling Benefits In A Card. This is Justin. How can I help you today? Hi. My name is Elizabeth Krohn, and I am here with one of my employees, um, who signed up for benefits through you guys. And it's still not deducting from his paycheck, so we're just wanting to check in on things. Yeah. Let me see. What's the staffing agency they work for? Focus Workforce Management. And the last four of their social? 5576. 5576. Oh, the first- And what was his first and last name? John Ruins. Okay. So, I actually spoke with John earlier regarding this. So, looking at the file, checking the audit tab, the enrollment platform, Aviante, he declined the coverage, um, so I'm not seeing anything that was submitted other than he declined coverage. So, I'm looking on my side in Aviante right now, and he had originally declined coverage on January 27th, but then he came back in on February 11th, and the two forms that we have for you guys show that they're active for the ones where he refilled it out and accepted the, um, MEC plan. Okay, so we... I don't have that document. Could you actually send that to us or fax that over to our data entry team so they can process the enrollment? 'Cause if that's- Yeah, I don't- ... the case that he Mm-hmm. ... submitted, um- I don't have a fax machine here. Could you- Could I send it by email? Um, yeah. So, um, just let me know whenever you're ready. Yep, one second here. All righty, what is that email address? Um, so it would be info, that's I-N-F-O, @benefitsinacard.com. Okay. All righty, we can go ahead and do that. Um, while we have you on the phone, would we be able to go through the options that he wants with you, or do you need that enrollment form first? Um, so we would need that enrollment form first just to verify if it was submitted during, um, his personal open enrollment period, 'cause as of right now, I really can't do anything unless we receive that enrollment form. Um- Okay. But I can advise of what plans are offered if that w- if that's what he's looking for. Uh, no, I think he knows what he wants already, so, um, I will just go ahead and send over... I'll print this off and email, scan it and email that to you guys right now. And then, would you guys be able to give him a call when you have that document? Uh, yes, ma'am. Once it's forwarded to our back office and our data entry team looks at it and, and processes the enrollment, we can make that outbound call to John. Okay, perfect. Well, thank you so much for helping us out. Uh, do you have a second? You're welcome. If I don't pick up and they leave a message, because sometimes I get those potential call and I don't pick- Yeah, they'll leave a voice- ... up on my note. They'll leave a voicemail that they called you or we can call back and check in with them. Okay. Okay. Does that sound okay? Yeah, that should be fine. If I'm unable to reach John, I'll definitely leave a voicemail for him. All right. Perfect. Well, thank you so much for your help, and I'll get that to you right away. Awesome. You're welcome. You have a great day, okay? You too. Bye-bye. 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: Hi. My name is Elizabeth Krohn, and I am here with one of my employees, um, who signed up for benefits through you guys. And it's still not deducting from his paycheck, so we're just wanting to check in on things.

Speaker speaker\_0: Yeah. Let me see. What's the staffing agency they work for?

Speaker speaker\_1: Focus Workforce Management.

Speaker speaker\_0: And the last four of their social?

Speaker speaker\_2: 5576.

Speaker speaker\_1: 5576.

Speaker speaker\_2: Oh, the first-

Speaker speaker\_0: And what was his first and last name?

Speaker speaker\_1: John Ruins.

Speaker speaker\_0: Okay. So, I actually spoke with John earlier regarding this. So, looking at the file, checking the audit tab, the enrollment platform, Aviante, he declined the coverage, um, so I'm not seeing anything that was submitted other than he declined coverage.

Speaker speaker\_1: So, I'm looking on my side in Aviante right now, and he had originally declined coverage on January 27th, but then he came back in on February 11th, and the two forms that we have for you guys show that they're active for the ones where he refilled it out and accepted the, um, MEC plan.

Speaker speaker\_0: Okay, so we... I don't have that document. Could you actually send that to us or fax that over to our data entry team so they can process the enrollment? 'Cause if that's-

Speaker speaker\_1: Yeah, I don't-

Speaker speaker\_0: ... the case that he

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_0: ... submitted, um-

Speaker speaker\_1: I don't have a fax machine here.

Speaker speaker\_0: Could you-

Speaker speaker\_1: Could I send it by email?

Speaker speaker\_0: Um, yeah. So, um, just let me know whenever you're ready.

Speaker speaker\_1: Yep, one second here. All righty, what is that email address?

Speaker speaker\_0: Um, so it would be info, that's I-N-F-O, @benefitsinacard.com.

Speaker speaker\_1: Okay. All righty, we can go ahead and do that. Um, while we have you on the phone, would we be able to go through the options that he wants with you, or do you need that enrollment form first?

Speaker speaker\_0: Um, so we would need that enrollment form first just to verify if it was submitted during, um, his personal open enrollment period, 'cause as of right now, I really can't do anything unless we receive that enrollment form. Um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: But I can advise of what plans are offered if that w- if that's what he's looking for.

Speaker speaker\_1: Uh, no, I think he knows what he wants already, so, um, I will just go ahead and send over... I'll print this off and email, scan it and email that to you guys right now. And then, would you guys be able to give him a call when you have that document?

Speaker speaker\_0: Uh, yes, ma'am. Once it's forwarded to our back office and our data entry team looks at it and, and processes the enrollment, we can make that outbound call to John.

Speaker speaker\_1: Okay, perfect. Well, thank you so much for helping us out. Uh, do you have a second?

Speaker speaker\_0: You're welcome.

Speaker speaker\_3: If I don't pick up and they leave a message, because sometimes I get those potential call and I don't pick-

Speaker speaker\_1: Yeah, they'll leave a voice-

Speaker speaker\_3: ... up on my note.

Speaker speaker\_1: They'll leave a voicemail that they called you or we can call back and check in with them.

Speaker speaker\_3: Okay. Okay.

Speaker speaker\_1: Does that sound okay?

Speaker speaker\_0: Yeah, that should be fine. If I'm unable to reach John, I'll definitely leave a voicemail for him.

Speaker speaker\_3: All right.

Speaker speaker\_1: Perfect. Well, thank you so much for your help, and I'll get that to you right away.

Speaker speaker\_0: Awesome. You're welcome. You have a great day, okay?

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: Bye-bye.