

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? Uh, yes, sir. Hey, mine, uh, Jeffrey Pressley. I'm a, uh, I'm through a tip agency called WorkSmart over here, uh, in Greenville, South Carolina. I, I was wanting to know about my insurance through the company, uh... A woman gave me y'all's number and she was like, it's... She's like, "You should be able to call and they should be able to tell you what your insurance covers," and stuff like that. I'm pretty sure that's what she said. Yeah. Let me check on that. You said WorkSmart, you said? Uh, yes, sir. I work for a company- Okay. ... uh, the actual company I work for is called Omron. O-M-R-O-N. Something like that. Okay. So WorkSmart, what's the last four of your Social? Uh, 8141. And your first and last name? Jeffrey Pressley. J-E-F-F-R-E-Y Pressley with two S's. And for security purposes, could you verify your home address, including city, state and zip code for Jeffrey? Uh, yeah. I think I got it on there. I can't remember, uh, 'cause I've recently moved. I can't remember if I put it as 317 Fox Bank Circle at Greer, South Carolina or if it's, uh, 2211 Hudson Road at Greer, South Carolina. What's 200- Uh, Hudson Road, uh... Yeah, is that, is that what's on file? The Hudson Road one? Correct. Is that a old address or a current address? Uh, I don't live there no more. I recently just moved from there. Okay. And what's the new address? I can go ahead and update it for you. Okay. Uh, 317 Fox Bank Circle, Greer, South Carolina. 29651 is the zip on that one. Wow. Okay. And confirm your date of birth for me. Alright, it's 2/2/96. And a good telephone number I have is 884-4172. Perfect. And the email I have is pressley.jeffrey@Yahoo. Yes, sir. Okay. So let's see here. Um, so looking at the file, looks like you're not currently enrolled anything anymore. However, are you still working with WorkSmart? Yes. Okay. Well, it looks like you were enrolled back in 2020, but the coverage was terminated. Did you work back in 2020 by any chance? Yeah, I might have. Okay, so... All right. So I got some message a while back working with this company when I first started here. Um... Mm-hmm. And I just thought it was something I, I, I... Not... I don't know if I just didn't read it right, I'm not too sure, but it did say something about some insurance or something. Oh, right here it says, "Welcome to WorkSmart. Your health insurance enrollment starts 30 days after your first check." Yeah, see, I didn't pay attention to that. I already been here for like going on 60 days. Yes, sir. So I do see that. So I do see that initial hire date is February 7th of 2025. Uh, uh, uh... I can send a, an eligibility review to my back office to see if we can get you enrolled. Um, but as of right now, I really can't do anything because, um, I don't have an eligible flag on the file. Yeah, that's understandable. Okay. Um, so like I said, what I'll go ahead and do, I will email my, email my back office for that eligibility review for you. And then once I do receive word back, I can give you a call back letting you know the response. Okay. Yeah, perfectly. Okay. And in the meantime, I'll email you a copy of a benefit guide just so you have something to look at. Um... Okay. The email that you should be looking out for will be coming from info, that's

I-N-F-O, @benefitsinacard.com, okay? Okay. Yes, sir. Awesome. Well, is there anything else I can assist you with today, Jeffrey? Uh, that should be it. I just, you know... I'm just... I just wanna make sure I'm covered. Like I said, I didn't know that I wasn't enrolled. But, uh, yeah, that, that really helps me out. Now I know that I can... Yeah, it really helps me out. Totally understand. So like I said, once I do receive word back, I'll give you a, a call back, okay? Yes, sir. Awesome. Well, you have a wonderful day, all right? You as well. Thank you. 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: Uh, yes, sir. Hey, mine, uh, Jeffrey Pressley. I'm a, uh, I'm through a tip agency called WorkSmart over here, uh, in Greenville, South Carolina. I, I was wanting to know about my insurance through the company, uh... A woman gave me y'all's number and she was like, it's... She's like, "You should be able to call and they should be able to tell you what your insurance covers," and stuff like that. I'm pretty sure that's what she said.

Speaker speaker_0: Yeah. Let me check on that. You said WorkSmart, you said?

Speaker speaker_1: Uh, yes, sir. I work for a company-

Speaker speaker_0: Okay.

Speaker speaker_1: ... uh, the actual company I work for is called Omron. O-M-R-O-N. Something like that.

Speaker speaker_0: Okay. So WorkSmart, what's the last four of your Social?

Speaker speaker_1: Uh, 8141.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Jeffrey Pressley. J-E-F-F-R-E-Y Pressley with two S's.

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

Speaker speaker_1: Uh, yeah. I think I got it on there. I can't remember, uh, 'cause I've recently moved. I can't remember if I put it as 317 Fox Bank Circle at Greer, South Carolina or if it's, uh, 2211 Hudson Road at Greer, South Carolina. What's 200-

Speaker speaker_0: Uh, Hudson Road, uh...

Speaker speaker_1: Yeah, is that, is that what's on file? The Hudson Road one?

Speaker speaker_0: Correct. Is that a old address or a current address?

Speaker speaker_1: Uh, I don't live there no more. I recently just moved from there.

Speaker speaker_0: Okay. And what's the new address? I can go ahead and update it for you.

Speaker speaker_1: Okay. Uh, 317 Fox Bank Circle, Greer, South Carolina. 29651 is the zip on that one.

Speaker speaker_0: Wow. Okay. And confirm your date of birth for me.

Speaker speaker_1: Alright, it's 2/2/96.

Speaker speaker_0: And a good telephone number I have is 884-4172.

Speaker speaker_1: Perfect.

Speaker speaker_0: And the email I have is pressley.jeffrey@Yahoo.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. So let's see here. Um, so looking at the file, looks like you're not currently enrolled anything anymore. However, are you still working with WorkSmart?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Well, it looks like you were enrolled back in 2020, but the coverage was terminated. Did you work back in 2020 by any chance?

Speaker speaker_1: Yeah, I might have. Okay, so... All right. So I got some message a while back working with this company when I first started here. Um...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And I just thought it was something I, I, I... Not... I don't know if I just didn't read it right, I'm not too sure, but it did say something about some insurance or something. Oh, right here it says, "Welcome to WorkSmart. Your health insurance enrollment starts 30 days after your first check." Yeah, see, I didn't pay attention to that. I already been here for like going on 60 days.

Speaker speaker_0: Yes, sir. So I do see that. So I do see that initial hire date is February 7th of 2025. Uh, uh, uh... I can send a, an eligibility review to my back office to see if we can get you enrolled. Um, but as of right now, I really can't do anything because, um, I don't have an eligible flag on the file.

Speaker speaker_1: Yeah, that's understandable.

Speaker speaker_0: Okay. Um, so like I said, what I'll go ahead and do, I will email my, email my back office for that eligibility review for you. And then once I do receive word back, I can give you a call back letting you know the response.

Speaker speaker_1: Okay. Yeah, perfectly.

Speaker speaker_0: Okay. And in the meantime, I'll email you a copy of a benefit guide just so you have something to look at. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: The email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_1: Okay. Yes, sir.

Speaker speaker_0: Awesome. Well, is there anything else I can assist you with today, Jeffrey?

Speaker speaker_1: Uh, that should be it. I just, you know... I'm just... I just wanna make sure I'm covered. Like I said, I didn't know that I wasn't enrolled. But, uh, yeah, that, that really helps me out. Now I know that I can... Yeah, it really helps me out.

Speaker speaker_0: Totally understand. So like I said, once I do receive word back, I'll give you a, a call back, okay?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Awesome. Well, you have a wonderful day, all right?

Speaker speaker_1: You as well.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.