

## **Transcript: Justin**

**Mills-5641846656778240-5276508769402880**

### **Full Transcript**

Thank you for calling Benefits and Occurred. This is Justin. How can I help you today? Hey, um, I was just making sure, uh, my insurance will be starting soon, and I don't have an ID number or nothing, but I can give you my name. I can give you my name- What's the FAFSA agency you work for and the last four of your Social? Uh, uh, I am through, uh, Surge, a temp agency. And the four last of my Social would be two, one, seven, six. And your first and last name? John Allmand. Oh, yeah, one second. And for security purposes, can you verify your home address, including city, state and zip code? Okay. 2552 David Lee Drive, uh, 217- uh, 26101 for the zip code. And your date of birth? 10/26/1997. And a good telephone number has 304-916-6213? Yeah. And the email address is allmandjonathan80@gmail? Yeah. Okay, so looking at the file, it looks like you're in a pending enrollment process for all of the benefits offered through Surge Staffing. However, pending enrollments take one to two weeks to go through, and then whenever you witness your first payroll deduction of the \$88.57 come off your paycheck, coverage begins the Monday we receive that deduction from Surge Staffing. So, one to two weeks, I'll have health insurance? Correct. All right, it's not no 90 days? Correct. All right, thank you so much. I was so worried 'cause I have a wife that has therapy and I got a little one. I totally understand that. One more thing. Can, can you make sure that they're on there? It should be Courtney and Addison. Yes, I see Courtney Dawn Allmand and Addison June Allmand as well. Thank you so much, sir. You're welcome. Is there anything else I could assist you with today? Uh, well, with my little one, um, I don't know. How, how do you tell if a provider will cover for Battelle? Well, you check doing in-network check for Battelle. Do they do that or does Battelle do that? I think Battelle can do it. All right. I, I think we're good, sir. Thank you so much. And you're welcome. You have a great day, okay? You too, man. All right, bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Occurred. This is Justin. How can I help you today?

Speaker speaker\_1: Hey, um, I was just making sure, uh, my insurance will be starting soon, and I don't have an ID number or nothing, but I can give you my name. I can give you my name-

Speaker speaker\_0: What's the FAFSA agency you work for and the last four of your Social?

Speaker speaker\_1: Uh, uh, I am through, uh, Surge, a temp agency. And the four last of my Social would be two, one, seven, six.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: John Allmand.

Speaker speaker\_2: Oh, yeah, one second.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker\_1: Okay. 2552 David Lee Drive, uh, 217- uh, 26101 for the zip code.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 10/26/1997.

Speaker speaker\_0: And a good telephone number has 304-916-6213?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And the email address is allmandjonathan80@gmail?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay, so looking at the file, it looks like you're in a pending enrollment process for all of the benefits offered through Surge Staffing. However, pending enrollments take one to two weeks to go through, and then whenever you witness your first payroll deduction of the \$88.57 come off your paycheck, coverage begins the Monday we receive that deduction from Surge Staffing.

Speaker speaker\_1: So, one to two weeks, I'll have health insurance?

Speaker speaker\_0: Correct.

Speaker speaker\_1: All right, it's not no 90 days?

Speaker speaker\_0: Correct.

Speaker speaker\_1: All right, thank you so much. I was so worried 'cause I have a wife that has therapy and I got a little one.

Speaker speaker\_0: I totally understand that.

Speaker speaker\_1: One more thing. Can, can you make sure that they're on there? It should be Courtney and Addison.

Speaker speaker\_0: Yes, I see Courtney Dawn Allmand and Addison June Allmand as well.

Speaker speaker\_1: Thank you so much, sir.

Speaker speaker\_0: You're welcome. Is there anything else I could assist you with today?

Speaker speaker\_1: Uh, well, with my little one, um, I don't know. How, how do you tell if a provider will cover for Battelle?

Speaker speaker\_2: Well, you check doing in-network check for Battelle.

Speaker speaker\_1: Do they do that or does Battelle do that?

Speaker speaker\_2: I think Battelle can do it.

Speaker speaker\_1: All right. I, I think we're good, sir. Thank you so much.

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

Speaker speaker\_1: You too, man.

Speaker speaker\_0: All right, bye-bye.

Speaker speaker\_1: Bye-bye.