

## **Transcript: Justin**

**Mills-5887797999222784-6088884542816256**

### **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. I was wondering if you can see me on your end, that I'm trying to apply for insurance. Um, I really can't see that, but I can pull your file for you to confirm if you are eligible or not. What's the staffing agency you work for? Um, Versitello, formerly known as Tara. Okay, so Tara Staffing, and the last four of your social? Uh, 4042. And your first and last name? Exodus Nevasca. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Exodus? 2610 1/64 Street Southwest, Apartment A330, Lynnwood, Washington 98087. And your date of birth? April 30, 1985. And a good telephone number I have is 425-616-7527. Yes. And the email I have is your first and last name at Gmail? Yes. Okay, so let's see here. So looking at the file, it looks like you have a pending enrollment, uh, for Free Rx, the VIP Standard bundle, which is your medical plan, dental, vision and ID experts. For all, for employee only. However, pending enrollments do take one to two weeks to go through. Um, so it is... So... Until you witness your first payroll deduction of the \$36.76 that come off your paycheck, uh, coverage begins that following Monday. Um, so you are in a pending enrollment process, sir. Okay, I see, um... So I'm in the website right now. Mm-hmm. And, um... So I won't be eligible until this, um, on January 6th. Is that... Does that look like that's correct? Um, it looks like you become active in the coverage around January 6th. Okay. I'll become active. Does that mean I can make an appointment within that week? Um, yes, sir. So once you do become active, I do know it does take the insurance carrier at least 72 hours to generate policy numbers. So if you did call back the Thursday or Friday of the week you become active, we can potentially email the ID cards to you then just so you have them. Oh, okay. So I'd probably have to wait another- wait another week, right, so I can get that card? Give or take. Yes, sir. Well, the physical ID cards would be received at your home address within seven to 10 business days after you become active. However, we just, um, inform the members that they can call back Thursday or Friday of the week if they do become active, just to get that email version, just so they have it. If that makes any sense. Okay. So, um, so you're saying I'll have to wait till January 9th to call for an ID card? Give or take. Yes, sir. Okay. And as far as payment, it'll just be coming out of my paycheck? Correct. Yes, sir. Okay. Um, I think that's all I need to know. I just wanted to make sure- Yeah. ... that I'm enrolled- Totally understand. Yes, sir. ... probably before the period goes away. Yes, sir. Um, like I said- Okay. ... you are currently enrolled, you have a pending enrollment, uh, for those, uh, plans that's offered through Tara. Um, but other than that, Exodus, is there anything else I can help you out with today? No, I think that's, I think that's everything. Okay. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful Christmas, okay? All right. Thank you. Thank you. Bye-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. I was wondering if you can see me on your end, that I'm trying to apply for insurance.

Speaker speaker\_1: Um, I really can't see that, but I can pull your file for you to confirm if you are eligible or not. What's the staffing agency you work for?

Speaker speaker\_2: Um, Versitello, formerly known as Tara.

Speaker speaker\_1: Okay, so Tara Staffing, and the last four of your social?

Speaker speaker\_2: Uh, 4042.

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

Speaker speaker\_2: Exodus Nevasca.

Speaker speaker\_1: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Exodus?

Speaker speaker\_2: 2610 1/64 Street Southwest, Apartment A330, Lynnwood, Washington 98087.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: April 30, 1985.

Speaker speaker\_1: And a good telephone number I have is 425-616-7527.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email I have is your first and last name at Gmail?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, so let's see here. So looking at the file, it looks like you have a pending enrollment, uh, for Free Rx, the VIP Standard bundle, which is your medical plan, dental, vision and ID experts. For all, for employee only. However, pending enrollments do take one to two weeks to go through. Um, so it is... So... Until you witness your first payroll deduction of the \$36.76 that come off your paycheck, uh, coverage begins that following Monday. Um, so you are in a pending enrollment process, sir.

Speaker speaker\_2: Okay, I see, um... So I'm in the website right now.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: And, um... So I won't be eligible until this, um, on January 6th. Is that... Does that look like that's correct?

Speaker speaker\_1: Um, it looks like you become active in the coverage around January 6th.

Speaker speaker\_2: Okay. I'll become active. Does that mean I can make an appointment within that week?

Speaker speaker\_1: Um, yes, sir. So once you do become active, I do know it does take the insurance carrier at least 72 hours to generate policy numbers. So if you did call back the Thursday or Friday of the week you become active, we can potentially email the ID cards to you then just so you have them.

Speaker speaker\_2: Oh, okay. So I'd probably have to wait another- wait another week, right, so I can get that card?

Speaker speaker\_1: Give or take. Yes, sir. Well, the physical ID cards would be received at your home address within seven to 10 business days after you become active. However, we just, um, inform the members that they can call back Thursday or Friday of the week if they do become active, just to get that email version, just so they have it. If that makes any sense.

Speaker speaker\_2: Okay. So, um, so you're saying I'll have to wait till January 9th to call for an ID card?

Speaker speaker\_1: Give or take. Yes, sir.

Speaker speaker\_2: Okay. And as far as payment, it'll just be coming out of my paycheck?

Speaker speaker\_1: Correct. Yes, sir.

Speaker speaker\_2: Okay. Um, I think that's all I need to know. I just wanted to make sure-

Speaker speaker\_1: Yeah.

Speaker speaker\_2: ... that I'm enrolled-

Speaker speaker\_1: Totally understand. Yes, sir.

Speaker speaker\_2: ... probably before the period goes away.

Speaker speaker\_1: Yes, sir. Um, like I said-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... you are currently enrolled, you have a pending enrollment, uh, for those, uh, plans that's offered through Tara. Um, but other than that, Exodus, is there anything else I can help you out with today?

Speaker speaker\_2: No, I think that's, I think that's everything.

Speaker speaker\_1: Okay. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful Christmas, okay?

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Bye.