

Transcript: Justin

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Full Transcript

Thank you for calling Benefits NetCard. This is Justin. How can I help you today? Hi, Justin. My name is Rhonda Whipkey and I was calling about my insurance. Um, I started working for Surge last week. And, um, anyway, I have, uh, medical appointments and prescriptions and things that I need to pick up. And I was wondering, you know, do you guys send us a card or how does that work? Um, yeah, let me try pulling your file and see what's going on. So Surge Staffing, what's the last four of your social? Um, 3428... and it's Rhonda Whipkey. Let's see here. And for security purposes, could you verify your home address, including city, state and zip code? Yes. It's 203 Fair Street, F-A-I-R. And that's Oroville, Ohio 44667. And confirm your date of birth? 11-22-1960. And a good telephone number I have is 330-988-0030? Yep. And the email I have is r.l.whipkey.14@gmail? Yes, mm-hmm. Okay. And quick question, um, did you work with ManCan before? I did, yes. Okay. And you're s- working with Surge right now, correct? Yes. Uh-huh. Okay. 'Cause the only reason why I ask that is because with the ManCan file, you have active coverage there, benefits with them, but I'm not seeing anything with Surge Staffing. When did you start with Surge Staffing? Uh, last Monday. Not- not this week, but last week. Yeah. So the seventh? Yep. Okay. Yeah, I'm not seeing a more recent hire date on you or anything that you're currently enrolled into. Um, so I would actually need to have an eligibility review done on you. And then once I receive word back from my back office, I can give you a call back letting you know if you can enroll into benefits or not. Um, well, I enrolled when I filled out the application there, but, um, he j- I just talked to John. And John said we're automatically enrolled anyway regardless, so- Um, yeah, no, I do see you were auto-enrolled back in 2021. However, since the coverage was terminated in 2021, we don't re-enroll, uh, or Surge doesn't re-enroll the, uh, new hires into that medical plan if the coverage was terminated. Hmm. Okay, 'cause that's, yeah, that's been a while. And that's when I worked for a whole different company, you know, through them. Okay. Oh, okay. So I mean, what I can do right now, I can reach out to my back office, have them confirm eligib- confirm eligibility on you. And then once I do receive word back from my back office, I can give you a call back, letting you know if we can enroll you in the benefits or not. And what would stop it from doing that? Because, you know, I don't get why there would even be a question about it, you know? Um, because there's multiple hire dates on your file, and it's not allowing me to enroll you right now due to the fact that we have previous hire dates on you. So we need a more accurate hire date in order for me to enroll you. Okay. All right. Okay. Well, um, I'm not able to have calls while I'm at work. So if you could just leave a message at least, that would be great. Yeah. Yeah. I'll leave a voicemail if I'm unable to reach you. Okay. All right. Thank you. And you have a great day. You do the same, okay, Rhonda? All right. Bye-bye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits NetCard. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. My name is Rhonda Whipkey and I was calling about my insurance. Um, I started working for Surge last week. And, um, anyway, I have, uh, medical appointments and prescriptions and things that I need to pick up. And I was wondering, you know, do you guys send us a card or how does that work?

Speaker speaker_0: Um, yeah, let me try pulling your file and see what's going on. So Surge Staffing, what's the last four of your social?

Speaker speaker_1: Um, 3428... and it's Rhonda Whipkey.

Speaker speaker_0: Let's see here. And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_1: Yes. It's 203 Fair Street, F-A-I-R. And that's Oroville, Ohio 44667.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 11-22-1960.

Speaker speaker_0: And a good telephone number I have is 330-988-0030?

Speaker speaker_1: Yep.

Speaker speaker_0: And the email I have is r.l.whipkey.14@gmail?

Speaker speaker_1: Yes, mm-hmm.

Speaker speaker_0: Okay. And quick question, um, did you work with ManCan before?

Speaker speaker_1: I did, yes.

Speaker speaker_0: Okay. And you're s- working with Surge right now, correct?

Speaker speaker_1: Yes. Uh-huh.

Speaker speaker_0: Okay. 'Cause the only reason why I ask that is because with the ManCan file, you have active coverage there, benefits with them, but I'm not seeing anything with Surge Staffing. When did you start with Surge Staffing?

Speaker speaker_1: Uh, last Monday. Not- not this week, but last week. Yeah.

Speaker speaker_0: So the seventh?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. Yeah, I'm not seeing a more recent hire date on you or anything that you're currently enrolled into. Um, so I would actually need to have an eligibility review done on you. And then once I receive word back from my back office, I can give you a call back letting you know if you can enroll into benefits or not.

Speaker speaker_1: Um, well, I enrolled when I filled out the application there, but, um, he j- I just talked to John. And John said we're automatically enrolled anyway regardless, so-

Speaker speaker_0: Um, yeah, no, I do see you were auto-enrolled back in 2021. However, since the coverage was terminated in 2021, we don't re-enroll, uh, or Surge doesn't re-enroll the, uh, new hires into that medical plan if the coverage was terminated.

Speaker speaker_1: Hmm. Okay, 'cause that's, yeah, that's been a while. And that's when I worked for a whole different company, you know, through them.

Speaker speaker_0: Okay. Oh, okay. So I mean, what I can do right now, I can reach out to my back office, have them confirm eligib- confirm eligibility on you. And then once I do receive word back from my back office, I can give you a call back, letting you know if we can enroll you in the benefits or not.

Speaker speaker_1: And what would stop it from doing that? Because, you know, I don't get why there would even be a question about it, you know?

Speaker speaker_0: Um, because there's multiple hire dates on your file, and it's not allowing me to enroll you right now due to the fact that we have previous hire dates on you. So we need a more accurate hire date in order for me to enroll you.

Speaker speaker_1: Okay. All right. Okay. Well, um, I'm not able to have calls while I'm at work. So if you could just leave a message at least, that would be great.

Speaker speaker_0: Yeah. Yeah. I'll leave a voicemail if I'm unable to reach you.

Speaker speaker_1: Okay. All right. Thank you. And you have a great day.

Speaker speaker_0: You do the same, okay, Rhonda?

Speaker speaker_1: All right. Bye-bye.

Speaker speaker_0: All right. Bye-bye.