

Transcript: Justin

Mills-6230596153458688-6018542947745792

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? Yes, uh, I'm here with Bobby Lanford. Uh, he's checking to see if he's got insurance. He... I helped him last month, and they were supposed to call back to let him know he got it. Okay. Uh, you said he was nearby so I... uh, you said he was nearby? Yeah, he's around here. Come around here. Hey, what's the staffing agency you work for? It's, uh, Group- Crown. I go through Crown, but it's a place called Grupo. Okay. So, Crown ... This... Yes. And the last four of your social? Three, one, seven, seven. And your first name is Bobby, last name Lanford you said? Yeah. It's L-A-N-F-O-R-D. And for security purposes, can you verify the home address, including city, state and zip code? Yes. It's, uh, 2929 Gospel Peace Road, 4-0... Four, two, two. Four, two, two, four oh. I get that backwards. And confirm your date of birth. 11/07/87. And a good telephone number I have for you is 270-707-6477. Yes. And the email I have is lanfordbobby9 at gmail? Yes. Okay, so let's see here. Um, quick question. When did you call us? 'Cause the only thing that we have on note history was back in August of this year. Yeah. Yeah. Okay, so around here. August. Yeah, it was around August. Okay, so let's see. So looking at note history, August 27th, there was an eli- call, you called in to enroll in a coverage, you were advised of the eligibility review. Um, August 28th, back office got back on the file. Let's see here. It looks like the first... date of first paycheck from your most current assignment was August 3rd of 2023. Uh, and there was an outbound call to let you know that you were ineligible due to being outside of your personal open enrollment period. However, did you come back to s- Crown Services here late recently or no? Uh, don't think I have recently. Okay, so you've been on the same assignment? Yeah. Okay. Um, so let's see. So yes, sir, the back office determined that you were not eligible to be enrolled into the benefits due to the fact that you, like I said, your first paycheck from your most current assignment was August 3rd of 2023, and you haven't had a break in an assignment for at least 90 days to be considered a rehire. However, I do know that Crown has a open enrollment period sometime in December, I believe, but let me verify that. Yes. So it looks like Crown goes in their open enrollment from December 2nd to January 3rd. Okay. What's that number please? Uh, what's that number too? Um, you would just call us at Benefits in a Card because we're still their benefit administrators. Um, Crown Services goes in their open enrollment from December 2nd to January 3rd, so that means you can call us to enroll in the benefits then. Okay. Okay. Um, but what... if you were needing benefits now, uh, you could, uh, have a qualified life event happen, like marriage or divorce, birth or adoption of a child, or involuntary loss of coverage. That would be the only way you would be able to enroll right now. Uh, that... does it show you've been there for 30 days? I mean, 90 days? Has it showed that I have been there for 90 days? Um, from what the back office put on the file, it looks like nos- it only shows the date of

the first, date of the first paycheck from your most current assignment, which was August 3rd of 2023. So they determined that. Um, us customer service reps, we don't determine that. The back office does. Okay. Uh, I'm sorry, uh, you said August 3rd to... that would be 90 days, and then another three days wouldn't it? August 3rd of 2023, not 2024. Oh, okay. So it was, it was longer than, than... plus the 90 days, it, that means you have, he would have to take a break from the assignment for at least 90 days to be considered a rehire. Uh, I called, uh, it was around all this, around all this this year. Uh, boy, that's what you got me confused on. And you said 2023. Yes. Yes. So he called back in August of 2024 to enroll- Okay. ... in the benefits. He was advised that would, there would need to be an eligibility review because he had multiple hire dates on his file. Checking the note history as well, the back office notated on his account, stated, and they determined that his first paycheck from his current assignment that he's on right now was dated on August 3rd of 2023. He hasn't had a break in assignment for at least 90 days, so he wasn't technically a rehire. So he's not eligible right now. Oh, gotcha. Okay. But like I said- Okay. ... Crown Services has their open enrollment period starting on December 2nd and lasting until January 3rd. Okay. And is there a, uh, like a thing, he can go online to check the insurance? Um, I can email him a copy of a benefit guide, if that would help. Um, but there is also our website where he can download the benefit guide as well. Yeah. Can you give me the guide? Yeah. Um, so I'll go ahead and email him that. Um, the email that he should be looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com. However, if he doesn't see it in the inbox- Can you email it? Yes. Can you email it to me? 'Cause I'll be the one to be doing the, all the paperwork and stuff. Yeah. What's a good email for you? It's J-O-L-I-E L-A-N-F-O-R-D6:4@gmail.com. And just to confirm, that was J-O-L-I-E L-A-N-F-O-R-D6:4@gmail? Yes. Okay. Um, so the email, info@benefitsandcard.com. Okay? Okay. Let's... appreciate it. You're welcome. Is there anything else I can help y'all with today? No, that's all. Awesome. Well, y'all have a wonderful weekend, okay? You too. 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: Yes, uh, I'm here with Bobby Lanford. Uh, he's checking to see if he's got insurance. He... I helped him last month, and they were supposed to call back to let him know he got it.

Speaker speaker_1: Okay. Uh, you said he was nearby so I... uh, you said he was nearby?

Speaker speaker_2: Yeah, he's around here.

Speaker speaker_1: Come around here. Hey, what's the staffing agency you work for?

Speaker speaker_3: It's, uh, Group-

Speaker speaker_2: Crown.

Speaker speaker_3: I go through Crown, but it's a place called Grupo.

Speaker speaker_1: Okay. So, Crown ...

Speaker speaker_3: This... Yes.

Speaker speaker_1: And the last four of your social?

Speaker speaker_3: Three, one, seven, seven.

Speaker speaker_1: And your first name is Bobby, last name Lanford you said?

Speaker speaker_3: Yeah. It's L-A-N-F-O-R-D.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code?

Speaker speaker_3: Yes. It's, uh, 2929 Gospel Peace Road, 4-0...

Speaker speaker_2: Four, two, two.

Speaker speaker_3: Four, two, two, four oh. I get that backwards.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_3: 11/07/87.

Speaker speaker_1: And a good telephone number I have for you is 270-707-6477.

Speaker speaker_3: Yes.

Speaker speaker_1: And the email I have is lanfordbobby9 at gmail?

Speaker speaker_3: Yes.

Speaker speaker_1: Okay, so let's see here. Um, quick question. When did you call us? 'Cause the only thing that we have on note history was back in August of this year.

Speaker speaker_3: Yeah.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, so around here.

Speaker speaker_2: August. Yeah, it was around August.

Speaker speaker_1: Okay, so let's see. So looking at note history, August 27th, there was an eli- call, you called in to enroll in a coverage, you were advised of the eligibility review. Um, August 28th, back office got back on the file. Let's see here. It looks like the first... date of first paycheck from your most current assignment was August 3rd of 2023. Uh, and there was an outbound call to let you know that you were ineligible due to being outside of your personal open enrollment period. However, did you come back to s- Crown Services here late recently or no?

Speaker speaker_3: Uh, don't think I have recently.

Speaker speaker_1: Okay, so you've been on the same assignment?

Speaker speaker_3: Yeah.

Speaker speaker_1: Okay. Um, so let's see. So yes, sir, the back office determined that you were not eligible to be enrolled into the benefits due to the fact that you, like I said, your first paycheck from your most current assignment was August 3rd of 2023, and you haven't had a break in an assignment for at least 90 days to be considered a rehire. However, I do know that Crown has a open enrollment period sometime in December, I believe, but let me verify that. Yes. So it looks like Crown goes in their open enrollment from December 2nd to January 3rd.

Speaker speaker_2: Okay. What's that number please?

Speaker speaker_3: Uh, what's that number too?

Speaker speaker_1: Um, you would just call us at Benefits in a Card because we're still their benefit administrators. Um, Crown Services goes in their open enrollment from December 2nd to January 3rd, so that means you can call us to enroll in the benefits then.

Speaker speaker_3: Okay.

Speaker speaker_1: Okay. Um, but what... if you were needing benefits now, uh, you could, uh, have a qualified life event happen, like marriage or divorce, birth or adoption of a child, or involuntary loss of coverage. That would be the only way you would be able to enroll right now.

Speaker speaker_2: Uh, that... does it show you've been there for 30 days? I mean, 90 days?

Speaker speaker_3: Has it showed that I have been there for 90 days?

Speaker speaker_1: Um, from what the back office put on the file, it looks like nos- it only shows the date of the first, date of the first paycheck from your most current assignment, which was August 3rd of 2023. So they determined that. Um, us customer service reps, we don't determine that. The back office does.

Speaker speaker_2: Okay. Uh, I'm sorry, uh, you said August 3rd to... that would be 90 days, and then another three days wouldn't it?

Speaker speaker_1: August 3rd of 2023, not 2024.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: So it was, it was longer than, than... plus the 90 days, it, that means you have, he would have to take a break from the assignment for at least 90 days to be considered a rehire.

Speaker speaker_2: Uh, I called, uh, it was around all this, around all this this year. Uh, boy, that's what you got me confused on. And you said 2023.

Speaker speaker_1: Yes. Yes. So he called back in August of 2024 to enroll-

Speaker speaker_2: Okay.

Speaker speaker_1: ... in the benefits. He was advised that would, there would need to be an eligibility review because he had multiple hire dates on his file. Checking the note history as well, the back office notated on his account, stated, and they determined that his first paycheck from his current assignment that he's on right now was dated on August 3rd of 2023. He hasn't had a break in assignment for at least 90 days, so he wasn't technically a rehire. So he's not eligible right now.

Speaker speaker_2: Oh, gotcha.

Speaker speaker_1: Okay. But like I said-

Speaker speaker_2: Okay.

Speaker speaker_1: ... Crown Services has their open enrollment period starting on December 2nd and lasting until January 3rd.

Speaker speaker_2: Okay. And is there a, uh, like a thing, he can go online to check the insurance?

Speaker speaker_1: Um, I can email him a copy of a benefit guide, if that would help. Um, but there is also our website where he can download the benefit guide as well.

Speaker speaker_2: Yeah. Can you give me the guide?

Speaker speaker_1: Yeah. Um, so I'll go ahead and email him that. Um, the email that he should be looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com. However, if he doesn't see it in the inbox-

Speaker speaker_2: Can you email it?

Speaker speaker_1: Yes.

Speaker speaker_2: Can you email it to me? 'Cause I'll be the one to be doing the, all the paperwork and stuff.

Speaker speaker_1: Yeah. What's a good email for you?

Speaker speaker_2: It's J-O-L-I-E L-A-N-F-O-R-D6:4@gmail.com.

Speaker speaker_1: And just to confirm, that was J-O-L-I-E L-A-N-F-O-R-D6:4@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so the email, info@benefitsandcard.com. Okay?

Speaker speaker_2: Okay. Let's... appreciate it.

Speaker speaker_1: You're welcome. Is there anything else I can help y'all with today?

Speaker speaker_2: No, that's all.

Speaker speaker_1: Awesome. Well, y'all have a wonderful weekend, okay?

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye-bye.