

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, yes, is this, um, like Innovative Staff Solutions, like health insurance? We're the benefit administrators for Innovative Staff Solutions, yes. Okay. Uh, I'm trying to figure out, uh, if I can, can get, um, go ahead and get signed up for, um, um, health insurance. Okay. Um, so Innovative... what's the last four of your social? Uh, 0876. And your first and last name? Jamie Puckett.

P-U-C-K-E-T-T. Let's see here, Puckett. Okay. And for security purposes, could you verify your home address, including city, state and zip code? Yes, it'll be 4671 Hades Road, Clinton, Kentucky 42445. And confirm your date of birth. 08/15/'85. And a good telephone number I have for you is 270-896-8207. Mm-hmm. Yes. And the... and the email I have is jja.puckett@gmail-. Wait. Wait. Wait. Wait. No. I'm sorry. I'm sorry. Did you say 8207? Correct. I'm sorry. No. No. Um, I've got a new number. Can I change that? Yeah. What's a good telephone number for you? Uh, 270-625-6220. And just to confirm, 270-625-6220? Yes, sir. And the email I have is jja.puckett@gmail.com? Yes. That is correct. Okay, um, quick question. When did you start with, uh, Innovative Staff Solutions? Um, been over a year ago. Um- Okay. ... and, um- Did you start a recent assignment here lately? No. That's what I'm not understanding. All my stuff has been... I started, like, May 1st, 2024, and that's what I'm try... also what I'm trying to figure out, because the m- the office at the mi... where I work, she don't... doesn't have a clue what I'm even talking about, but, I mean, I've taken pictures and things like our times logged, like, just about every day for, like, the past six months because they just mess my hours up. So anyways, um, like, I'm not understanding, you know, um, like, I didn't have, like, um, almost 200 point... how do you say accrued, that I had accrued? I believe so. Is that how you say it? Accrued. Yes. Yeah. And, you know, and I had used however many... well, now it's saying I've only accrued, like, I don't know, however many and that I've used seven and a half. I haven't even used seven and a half this past Monday. Um, uh, uh, I missed five hours of work, but they, you know, have me down that I missed, you know, the whole day, and... but they won't change it. Um, like, I don't just have 15 hours, like, I should have over 18 hours, and I got proof of all this. Like, and I... can... do you know, like, so d- uh, how does your, um, your hours that you accrued and, uh, everything, you know what I mean? How does, how do they start over? Now, honestly, I don't know the answer to that question because we just deal with our health insurance here at Benefits and a Card. Um, but the only reason why I asked you when you started with Innovative Staff Solutions- Oh. ... is to determine if you were eligible or not. Um, so did you start a new assignment here lately or was that assignment that you started last year your only assignment that you're on? Um, I d- um, I guess I'm on a new assignment. I have a new... I guess I am 'cause I have a new supervisor. Okay. Um, 'cause I'm not seeing a more recent hire date on you, 'cause the only hire date that

I'm seeing is back from May of last year. Um, so, to cover my tracks, I would need to email my back office, have them do an eligibility review on you. Okay. And once I do... back from my back office, I can give you a call back letting you know the response. Okay. And, um, the reason why I'm trying to get, um, you know, insurance is 'cause, like, um, I've got some health issues. Um, and I was on Medicaid, um, and, um, it ran out, like, eight months after I started there. Um, you know, but Cameron, the office... uh, like, she told me that I wouldn't need to get their insurance because everybody gets hired on within three months, and everybody has gotten hired on but the three months for me. But I know you're just the, you know, the insurance taker. But do you know, like, when maybe I would hear back from you? Uh, now regarding to be hired on directly, uh, I honestly don't know. Yeah. Um, I would just, um... Oh, no. I'm just talking about the insurance. Oh, about the insurance? I wouldn't know anything until I receive word back from my back office. However, to get a response back from the back office, it usually takes between 24 to 48 business hours. Oh, okay. Okay. But like I said, once I do receive word back, I will give you that call back letting you know their response. What do you mean work back? Uh, once I receive word from them, like, the information from them, like word back from them or... I thought you said work, like work. No, ma'am. Okay. What, from where I work? No, ma'am. So my back office, who are the account managers, reach out to your client or reach out to your employer to confirm eligibility. Eligibility reviews are based on when you've started working with Innovative and then that's what, what we're gonna confirm, this, an exact start date, to, we can determine whether if you're eligible to be enrolled or if you're not eligible to be enrolled. That's what an eligibility review is. Okay. All right. Well, you know, I have not... This is the second, like, different, um, Innovative Step Solution, like, different place that I have worked for. And y'all's employees, they, they need to be a little more, a little more knowledgeable about what they're doing. I mean, seriously. When my HR can't even tell me what's going on, like, for three weeks, that's crazy. I totally understand. Um, but is there anything else I can assist you with today until I receive- Um. ... information back from my back office? Okay. Well, is there... Okay. So are you getting a hold of me or is my office at work getting a hold of me? I will- So it's reaching back out to you. All right. All right. And you said within, uh, 24 hours. All right. Thank you. Have a good afternoon. You do the same, okay? Bye-bye. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Uh, yes, is this, um, like Innovative Staff Solutions, like health insurance?

Speaker speaker_0: We're the benefit administrators for Innovative Staff Solutions, yes.

Speaker speaker_1: Okay. Uh, I'm trying to figure out, uh, if I can, can get, um, go ahead and get signed up for, um, um, health insurance.

Speaker speaker_0: Okay. Um, so Innovative... what's the last four of your social?

Speaker speaker_1: Uh, 0876.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Jamie Puckett. P-U-C-K-E-T-T.

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

Speaker speaker_1: Yes, it'll be 4671 Hades Road, Clinton, Kentucky 42445.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 08/15/'85.

Speaker speaker_0: And a good telephone number I have for you is 270-896-8207.

Speaker speaker_1: Mm-hmm. Yes.

Speaker speaker_0: And the... and the email I have is jja.puckett@gmail-.

Speaker speaker_1: Wait. Wait. Wait. Wait. No. I'm sorry. I'm sorry. Did you say 8207?

Speaker speaker_0: Correct.

Speaker speaker_1: I'm sorry. No. No. Um, I've got a new number. Can I change that?

Speaker speaker_0: Yeah. What's a good telephone number for you?

Speaker speaker_1: Uh, 270-625-6220.

Speaker speaker_0: And just to confirm, 270-625-6220?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is jja.puckett@gmail.com?

Speaker speaker_1: Yes. That is correct.

Speaker speaker_0: Okay, um, quick question. When did you start with, uh, Innovative Staff Solutions?

Speaker speaker_1: Um, been over a year ago. Um-

Speaker speaker_0: Okay.

Speaker speaker_1: ... and, um-

Speaker speaker_0: Did you start a recent assignment here lately?

Speaker speaker_1: No. That's what I'm not understanding. All my stuff has been... I started, like, May 1st, 2024, and that's what I'm try... also what I'm trying to figure out, because the m-the office at the mi... where I work, she don't... doesn't have a clue what I'm even talking about, but, I mean, I've taken pictures and things like our times logged, like, just about every day for, like, the past six months because they just mess my hours up. So anyways, um, like,

I'm not understanding, you know, um, like, I didn't have, like, um, almost 200 point... how do you say accrued, that I had accrued?

Speaker speaker_0: I believe so.

Speaker speaker_1: Is that how you say it?

Speaker speaker_0: Accrued. Yes.

Speaker speaker_1: Yeah. And, you know, and I had used however many... well, now it's saying I've only accrued, like, I don't know, however many and that I've used seven and a half. I haven't even used seven and a half this past Monday. Um, uh, uh, I missed five hours of work, but they, you know, have me down that I missed, you know, the whole day, and... but they won't change it. Um, like, I don't just have 15 hours, like, I should have over 18 hours, and I got proof of all this. Like, and I... can... do you know, like, so d- uh, how does your, um, your hours that you accrued and, uh, everything, you know what I mean? How does, how do they start over?

Speaker speaker_0: Now, honestly, I don't know the answer to that question because we just deal with our health insurance here at Benefits and a Card. Um, but the only reason why I asked you when you started with Innovative Staff Solutions-

Speaker speaker_1: Oh.

Speaker speaker_0: ... is to determine if you were eligible or not. Um, so did you start a new assignment here lately or was that assignment that you started last year your only assignment that you're on?

Speaker speaker_1: Um, I d- um, I guess I'm on a new assignment. I have a new... I guess I am 'cause I have a new supervisor.

Speaker speaker_0: Okay. Um, 'cause I'm not seeing a more recent hire date on you, 'cause the only hire date that I'm seeing is back from May of last year. Um, so, to cover my tracks, I would need to email my back office, have them do an eligibility review on you.

Speaker speaker_1: Okay.

Speaker speaker_0: And once I do... back from my back office, I can give you a call back letting you know the response.

Speaker speaker_1: Okay. And, um, the reason why I'm trying to get, um, you know, insurance is 'cause, like, um, I've got some health issues. Um, and I was on Medicaid, um, and, um, it ran out, like, eight months after I started there. Um, you know, but Cameron, the office... uh, like, she told me that I wouldn't need to get their insurance because everybody gets hired on within three months, and everybody has gotten hired on but the three months for me. But I know you're just the, you know, the insurance taker. But do you know, like, when maybe I would hear back from you?

Speaker speaker_0: Uh, now regarding to be hired on directly, uh, I honestly don't know.

Speaker speaker_1: Yeah.

Speaker speaker_0: Um, I would just, um...

Speaker speaker_1: Oh, no. I'm just talking about the insurance.

Speaker speaker_0: Oh, about the insurance? I wouldn't know anything until I receive word back from my back office. However, to get a response back from the back office, it usually takes between 24 to 48 business hours.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Okay. But like I said, once I do receive word back, I will give you that call back letting you know their response.

Speaker speaker_1: What do you mean work back?

Speaker speaker_0: Uh, once I receive word from them, like, the information from them, like word back from them or...

Speaker speaker_1: I thought you said work, like work.

Speaker speaker_0: No, ma'am.

Speaker speaker_1: Okay. What, from where I work?

Speaker speaker_0: No, ma'am. So my back office, who are the account managers, reach out to your client or reach out to your employer to confirm eligibility. Eligibility reviews are based on when you've started working with Innovative and then that's what, what we're gonna confirm, this, an exact start date, to, we can determine whether if you're eligible to be enrolled or if you're not eligible to be enrolled. That's what an eligibility review is.

Speaker speaker_1: Okay. All right. Well, you know, I have not... This is the second, like, different, um, Innovative Step Solution, like, different place that I have worked for. And y'all's employees, they, they need to be a little more, a little more knowledgeable about what they're doing. I mean, seriously. When my HR can't even tell me what's going on, like, for three weeks, that's crazy.

Speaker speaker_0: I totally understand. Um, but is there anything else I can assist you with today until I receive-

Speaker speaker_1: Um.

Speaker speaker_0: ... information back from my back office?

Speaker speaker_1: Okay. Well, is there... Okay. So are you getting a hold of me or is my office at work getting a hold of me?

Speaker speaker_0: I will-

Speaker speaker_1: So it's

Speaker speaker_2: reaching back out to you.

Speaker speaker_1: All right. All right. And you said within, uh, 24 hours. All right. Thank you. Have a good afternoon.

Speaker speaker_0: You do the same, okay?

Speaker speaker_1: Bye-bye.

Speaker speaker_0: All right. Bye-bye.