

Transcript: Justin

Mills-6619788781862912-5092049050451968

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, yes. I'm calling to see what kind of health coverage I have. Okay. Um, what's the staffing agency you work for? Uh, WorkSmart Staffing. And the last four of your Social? 1533. And what was your first and last name? Mark Hardy. And for security purposes, could you verify your home address, including city, state and zip code, Mark? Uh, 106 Steven Circle, Tullah, Georgia 30577. And your date of birth? December 13th, 1990. And a good telephone number, have a 762-285-9046? I do. And the email, have a spidermonkey20231 at gmail? Yeah. Okay. So looking at the file, it looks like you're not currently enrolled in anything anymore. Uh, the previous thing that we had on you was from November 7th of 2022 to December 25th of 2022. Okay. Um, I've been with WorkSmart about, almost four months now. I thought it was supposed to start up 30 days after I started with 'em. Okay. Let's see. Looks like S-WorkSmart didn't auto-enroll you, um, 'cause it was enrolled into COBRA before. Now, I do know that once you initially start with them, that's when the auto-enrollment happens. But if you take a break of an assignment, uh, and it gets enrolled into COBRA, then the coverage doesn't get... You don't get enrolled in, automatically enrolled into it anymore if you come back. You just- Oh, okay. ... have to call us to reinstate it. Now, I can reinstate the coverage, um, same coverage that you had before. If I, uh... There's just a pending enrollment process that goes along with that. But I may need to reach out to my back office to confirm eligibility. Okay. Okay. Um, so I'll go ahead and- All right. Well... Yeah. I'll go ahead and do that, and I'll reach out to my back office to confirm eligibility for you, and then I can reach back out to you, Mark. All right. Okay. Is that, uh, 762-285-9046 a good callback number for you? Yes. Okay. So like I said, once I do receive word back from my back office, I'll give you that callback. Okay, Mark? Okay. Awesome. Well, was there anything else I could help you out with today? Um, would I be able to add my wife to it as well? Um, possibly. Now, that just all depends what, whether my back office gets back with me, depending if you're eligible or not. Okay. 'Cause, uh, me and my wife, we got, we got some shit going on. We have to do a 12-week outpatient rehab, and I, I need insurance. Totally understand. So like I said, let me reach out to my back office, have them confirm eligibility, and I can reach back out to you. Okay, Mark? All right. Sounds good. Awesome. Well, you have a wonderful day, okay? You too. Thank you. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Uh, yes. I'm calling to see what kind of health coverage I have.

Speaker speaker_0: Okay. Um, what's the staffing agency you work for?

Speaker speaker_1: Uh, WorkSmart Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 1533.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Mark Hardy.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Mark?

Speaker speaker_1: Uh, 106 Steven Circle, Tullah, Georgia 30577.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: December 13th, 1990.

Speaker speaker_0: And a good telephone number, have a 762-285-9046?

Speaker speaker_1: I do.

Speaker speaker_0: And the email, have a spidermonkey20231 at gmail?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So looking at the file, it looks like you're not currently enrolled in anything anymore. Uh, the previous thing that we had on you was from November 7th of 2022 to December 25th of 2022.

Speaker speaker_1: Okay. Um, I've been with WorkSmart about, almost four months now. I thought it was supposed to start up 30 days after I started with 'em.

Speaker speaker_0: Okay. Let's see. Looks like S- WorkSmart didn't auto-enroll you, um, 'cause it was enrolled into COBRA before. Now, I do know that once you initially start with them, that's when the auto-enrollment happens. But if you take a break of an assignment, uh, and it gets enrolled into COBRA, then the coverage doesn't get... You don't get enrolled in, automatically enrolled into it anymore if you come back. You just-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... have to call us to reinstate it. Now, I can reinstate the coverage, um, same coverage that you had before. If I, uh... There's just a pending enrollment process that goes along with that. But I may need to reach out to my back office to confirm eligibility.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, so I'll go ahead and-

Speaker speaker_1: All right. Well...

Speaker speaker_0: Yeah. I'll go ahead and do that, and I'll reach out to my back office to confirm eligibility for you, and then I can reach back out to you, Mark.

Speaker speaker_1: All right.

Speaker speaker_0: Okay. Is that, uh, 762-285-9046 a good callback number for you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So like I said, once I do receive word back from my back office, I'll give you that callback. Okay, Mark?

Speaker speaker_1: Okay.

Speaker speaker_0: Awesome. Well, was there anything else I could help you out with today?

Speaker speaker_1: Um, would I be able to add my wife to it as well?

Speaker speaker_0: Um, possibly. Now, that just all depends what, whether my back office gets back with me, depending if you're eligible or not.

Speaker speaker_1: Okay. 'Cause, uh, me and my wife, we got, we got some shit going on. We have to do a 12-week outpatient rehab, and I, I need insurance.

Speaker speaker_0: Totally understand. So like I said, let me reach out to my back office, have them confirm eligibility, and I can reach back out to you. Okay, Mark?

Speaker speaker_1: All right. Sounds good.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: All right. Bye-bye.