

## **Transcript: Sara**

**Marulanda-5056996970545152-6562995208404992**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Uh, Justin Walgren. Hello, sir. How may I help you? Uh, hi. I was wondering about my card because I never got it and I'm at the hospital right now and I signed up a couple months ago. Sure. Let me help you with that. May I have the name of the agency that you are working with and the last four digits of your Social Security number? Doherty Staffing and 8062. Okay, Mr. Walgren. And just for security purposes, sir, can you please verify your address and date of birth? Uh, 421 Third Avenue Northeast, Perham, Minnesota, 56573. And then my date of birth is February 27th, 2004. And is your email justinwalgren39@gmail.com? Yes. Phone number 218-457-3367? Uh, no. That changed. Okay. Which one is your phone number? Uh, 218- Okay. ... 457- Okay. ... 5083. Thank you very much. Okay. Let me check this. Um, how did you enrolled? What? How, how did you enroll? You enrolled by phone, online, with the enrollment form? How do you did it? Uh, we did it at the, we did it at Doherty online. Okay. Because there is no active coverage. I mean, there is no enrollment here in the system. Uh, what I see here is that, uh, you guys, uh, added some demographic information, uh, but that's it. There is no enrollment. And it was done on September 19th, 2024 at 1:00 PM. Yeah. That sounds about right. But I, I am enrolled for it, I thought. It's what I went there to do. No. No, I mean, the, the only process here was the, the update demographic information, you know, name, gender, address, city, state, zip code, phone number, email, and client employee ID. But no enrollment. Hmm. Nothing. That's it. The, the only... There is nothing else here. I mean, other than, uh, some information. I mean, like, if someone log in for July 2020. But the most recent information for this year is the demographic information updated. Um, are you sure you pressed Save when you made enrollment? Uh, I wasn't, I wasn't the one who filled it out. It was the people at the staffing agency. I just gave them the information. Hmm. I think that, uh, they did not save the information. Uh-huh. That there was an enrollment. Yeah, because other way will be here in the system. I mean, everything is showing other the enrollment. Hmm. I'm sorry about that. Um, let me check here. Doherty. Okay. Doherty is having a, uh, open enrollment on, uh, between December the 23rd to January the 30th. If you want to- Okay. ... call us back and enroll by then. Yeah. I'll probably do that. I'm sorry about it. Yeah. It's no problem. Yes. I'm, I'm checking here and there is nothing else. All right. Thank you. Okay. You're more than welcome. Have a great day. You too. Thank you. Bye-bye.

### **Conversation Format**

Speaker None: Your call may be monitored or recorded for quality assurance purposes.

Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please?

Uh, Justin Walgren. Hello, sir. How may I help you? Uh, hi. I was wondering about my card because I never got it and I'm at the hospital right now and I signed up a couple months ago.

Sure. Let me help you with that. May I have the name of the agency that you are working with and the last four digits of your Social Security number? Doherty Staffing and 8062. Okay, Mr. Walgren. And just for security purposes, sir, can you please verify your address and date of birth? Uh, 421 Third Avenue Northeast, Perham, Minnesota, 56573. And then my date of birth is February 27th, 2004. And is your email justinwalgren39@gmail.com? Yes. Phone number 218-457-3367? Uh, no. That changed. Okay. Which one is your phone number? Uh, 218-Okay. ... 457- Okay. ... 5083. Thank you very much. Okay. Let me check this. Um, how did you enroll? What? How, how did you enroll? You enrolled by phone, online, with the enrollment form? How do you did it? Uh, we did it at the, we did it at Doherty online. Okay. Because there is no active coverage. I mean, there is no enrollment here in the system. Uh, what I see here is that, uh, you guys, uh, added some demographic information, uh, but that's it. There is no enrollment. And it was done on September 19th, 2024 at 1:00 PM. Yeah. That sounds about right. But I, I am enrolled for it, I thought. It's what I went there to do. No. No, I mean, the, the only process here was the, the update demographic information, you know, name, gender, address, city, state, zip code, phone number, email, and client employee ID. But no enrollment. Hmm. Nothing. That's it. The, the only... There is nothing else here. I mean, other than, uh, some information. I mean, like, if someone log in for July 2020. But the most recent information for this year is the demographic information updated. Um, are you sure you pressed Save when you made enrollment? Uh, I wasn't, I wasn't the one who filled it out. It was the people at the staffing agency. I just gave them the information. Hmm. I think that, uh, they did not save the information. Uh-huh. That there was an enrollment. Yeah, because other way will be here in the system. I mean, everything is showing other the enrollment. Hmm. I'm sorry about that. Um, let me check here. Doherty. Okay. Doherty is having a, uh, open enrollment on, uh, between December the 23rd to January the 30th. If you want to- Okay. ... call us back and enroll by then. Yeah. I'll probably do that. I'm sorry about it. Yeah. It's no problem. Yes. I'm, I'm checking here and there is nothing else. All right. Thank you. Okay. You're more than welcome. Have a great day. You too. Thank you. Bye-bye.