

Transcript: Chris Sofield

(deactivated)-5243123398131712-5334821386108928

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Um, yes, I'm trying to do my coverage and every time I try to do it, it say uh, it say... what did they say? "Enrollment not available. Please call our call center." Okay. Let me take a look at your file and see what's going on then. What staffing company do you work with? I'm currently doing, uh, Surge Staffing. With Surge Staffing? Okay. And the last four of your Social? 6691. 6691, you said? Yes, sir. Okay. Your first and last name? Darian Allison. Okay. All right. Can you verify your address and date of birth for me, please? My add- my address on there is probably 25... well, hold on, 2021. It's probably, um, 2529. Not 25 97. 2458. Oh, I'm sorry. I don't... I currently moved, so I don't have that address. It's probably with Lisa, though. If not Lisa Burnham. If not, if it's not Burnham, then it got to be Briarcrest Lane. Uh, it's Briarcrest Lane. Okay, so is it 1458 Briarcrest Lane, Apartment One? Uh, it's... no, it's, it's not 1458. 1457? Yes. That's it. Okay, cool. Well, I... that's where I'm currently at, so it's 1457 Briarcrest Lane, Apartment Two. Okay. And the city, state and zip? Memphis, Tennessee, 38127. All right. And then your date of birth? December 15th, 2003. Thank you. Uh, we have a phone number on file of 901-427-5938. Is that correct? Yes, sir. Okay. All right, and let's see here. That was the other one. Um, so our system shows, it looks like the only hire date we have on file, um, for, to use for eligibility purposes is from 2022. Have you been working with Surge since then, or have you left them and come back? I left. Okay. So, in order to, uh... because like I said, that's the only, um, higher date that our system currently has for eligibility purposes, meaning that the system is stating that you're not eligible at this time, and it does not have anything newer than 2022. Um, what we'll have to do is send your file on over to our eligibility team to be able to, um, to be able to verify your eligibility to enroll in the insurance benefits. Uh, that should only take about, uh, one, one to two business days. Uh, once, once the team has looked into everything, um, then we'll give you a call back and we should be able to move forward at that point. Okay? Okay. So I can't move on? Like, I'm trying to... I already did my, uh, demo, photographic. I'm on coverage. I can't move on to the payment for nothing. I can't do nothing. Okay. So if... anything with the, uh, the actual application process, you need to call Surge about, but... because we can't help with that. Um, the o- this is the only thing I can, I can tell you is that we need to perform a review to, to make sure that you are eligible because our system doesn't have the proper information. And once, once we've done that review, we can give you a call back so we can move forward at that point as far as your insurance goes. Now, anything related to the application and signing up a job through Surge or anything like that, you'll need to call, you'll need to call Surge and ask them for help with that. Okay. All right. Anything else, ma'am? No. No, you're not. Thank you. You're welcome. Thanks for calling and have a good day.

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 Chris. How can I help you today?

Speaker speaker_2: Um, yes, I'm trying to do my coverage and every time I try to do it, it say uh, it say... what did they say? "Enrollment not available. Please call our call center."

Speaker speaker_1: Okay. Let me take a look at your file and see what's going on then. What staffing company do you work with?

Speaker speaker_2: I'm currently doing, uh, Surge Staffing.

Speaker speaker_1: With Surge Staffing? Okay. And the last four of your Social?

Speaker speaker_2: 6691.

Speaker speaker_1: 6691, you said?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Your first and last name?

Speaker speaker_2: Darian Allison.

Speaker speaker_1: Okay. All right. Can you verify your address and date of birth for me, please?

Speaker speaker_2: My add- my address on there is probably 25... well, hold on, 2021. It's probably, um, 2529. Not 25 97. 2458. Oh, I'm sorry. I don't... I currently moved, so I don't have that address. It's probably with Lisa, though. If not Lisa Burnham. If not, if it's not Burnham, then it got to be Briarcrest Lane.

Speaker speaker_1: Uh, it's Briarcrest Lane.

Speaker speaker_2: Okay, so is it 1458 Briarcrest Lane, Apartment One?

Speaker speaker_1: Uh, it's... no, it's, it's not 1458.

Speaker speaker_2: 1457?

Speaker speaker_1: Yes. That's it.

Speaker speaker_2: Okay, cool. Well, I... that's where I'm currently at, so it's 1457 Briarcrest Lane, Apartment Two.

Speaker speaker_1: Okay. And the city, state and zip?

Speaker speaker_2: Memphis, Tennessee, 38127.

Speaker speaker_1: All right. And then your date of birth?

Speaker speaker_2: December 15th, 2003.

Speaker speaker_1: Thank you. Uh, we have a phone number on file of 901-427-5938. Is that correct?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. All right, and let's see here. That was the other one. Um, so our system shows, it looks like the only hire date we have on file, um, for, to use for eligibility purposes is from 2022. Have you been working with Surge since then, or have you left them and come back?

Speaker speaker_2: I left.

Speaker speaker_1: Okay. So, in order to, uh... because like I said, that's the only, um, higher date that our system currently has for eligibility purposes, meaning that the system is stating that you're not eligible at this time, and it does not have anything newer than 2022. Um, what we'll have to do is send your file on over to our eligibility team to be able to, um, to be able to verify your eligibility to enroll in the insurance benefits. Uh, that should only take about, uh, one, one to two business days. Uh, once, once the team has looked into everything, um, then we'll give you a call back and we should be able to move forward at that point. Okay?

Speaker speaker_2: Okay. So I can't move on? Like, I'm trying to... I already did my, uh, demo, photographic. I'm on coverage. I can't move on to the payment for nothing. I can't do nothing.

Speaker speaker_1: Okay. So if... anything with the, uh, the actual application process, you need to call Surge about, but... because we can't help with that. Um, the o- this is the only thing I can, I can tell you is that we need to perform a review to, to make sure that you are eligible because our system doesn't have the proper information. And once, once we've done that review, we can give you a call back so we can move forward at that point as far as your insurance goes. Now, anything related to the application and signing up a job through Surge or anything like that, you'll need to call, you'll need to call Surge and ask them for help with that.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Anything else, ma'am?

Speaker speaker_2: No. No, you're not. Thank you.

Speaker speaker_1: You're welcome. Thanks for calling and have a good day.