

Transcript: Estefania

Acevedo-6404090141392896-6582657701691392

Full Transcript

Thank you for calling Benefits in the Cards. My name is Stephanie. How can I assist you? Hey, how you doing, Stephanie? Um, I was filling out my, uh, medical information, so it told me to give you guys a call on, I believe, the plan- Mm-hmm. ... that I was, uh, picking. Okay. You want to go ahead and enroll? Um, what staffing agency are you working with? Uh, Integrity staffed us. Okay. And then, I just need the last four of your Social. Uh, 1058. Okay. Thank you. All right, and if you could please verify your address and date of birth. Uh, yes. Uh, 1735 North Marywood, Apartment 303, Aurora, Illinois 60505. Uh, July 1st, 1986. And then, is it an apartment? Uh, yes. Is it... It... Uh, and you guys don't take like the PO Boxes or anything, do you? Um, if that's where your mail goes to, I can update it. Okay, great. C- can we do that? 'Cause it, it kinda says like, "Just in case you gotta send anything important." They send all- Mm-hmm. ... the important stuff to that PO Box. Yep. What is it? PO Box... Uh, 4002. Uh, that's A... And that's in Aurora, A-U-R-O-R-A, 60507. 60507? Yup. Okay, thank you. Okay, I have PO Box 4002, Aurora, Illinois 60507. Uh, 6... 60507. Yup. You got that? Okay. Yes, sir. Wow. Wow. And then I have 331-290-5680 as your phone number. Uh, yes, correct. I have your first name, last name, the number 13 at gmail.com. Is that up to date? Uh, yes. Okay. And then, um, when did you start working with them? Uh, I will be started... They haven't gave me a start date yet, so I'm just doing- Gotcha. ... everything now, but hopefully sometime next week. Gotcha. So right now, I can't enroll you because it's giving me past dates but I can go ahead and do a eligibility review and they'll let me know, um, if I can enroll you at this time. But they- Okay. ... typically give you 30 days from the day that you receive your first check. But either way, I'll go ahead and put that in eligibility review 'cause it's gonna show that you have multiple hire dates either way and they're- Gotcha. ... gonna have to do that regardless. So I'll go ahead and submit that email, and then I'll be giving you a call most likely Monday letting you know. Okay, great. That works. Mm-hmm. All right. Did you have any other questions? Uh, no. So, so d- so while I'm finishing, finishing up the onboarding, so do I just kinda, kinda go through... I mean, I don't think it's gonna let me bypass that part, is it? Or decline? Hmm, I'm not really... I'm not sure. Well, you can... If you want, you can go ahead and decline 'cause either way, I'mma give you a call and we can do a phone enrollment over the phone. Okay. Okay, great. Mm-hmm. Great. Just in case it, it has you stuck on that 'cause either way, we'll do a enrollment over the phone 'cause I'mma go ahead and submit that email. Okay. Okay, that makes sense. Okay, 'cause it... You know, it, it's either resetting it and then going from that, but it like declines everything. Mm-hmm. Yeah. No, no, no. Okay. 'Cause either way, we're gonna do the phone enrollment later on. Okay, cool. Cool. That works. I'm guessing since you haven't started, that new hire date isn't popping up? 'Cause I see one from 2024 and one from 2022, um, but- Yeah. ... I'm gonna go ahead and let them know that you haven't received your hire date, but it's just a process that we have to go through. Okay, great.

Great. So, uh, okay, so they, they got me under den- so decline all coverage for right now, correct? Okay. Yep. Okay. Yep, 'cause you don't have anything right now. Um, but I'mma go ahead and send that email letting them know that you're looking into enrolling and if they could please do the eligibility review and then they'll let me... Yes, you can go ahead and enroll him and then we can go ahead and start that process. So, uh, I just have to send that to the main office and they'll let me know from there. Okay. Okay, great. Great. 'Cause, yeah, 'cause even when I... I'm doing it right now as we're speaking, so even if I decline all of that stuff or however it goes, it's still, it's still telling me to give you guys a call. Oh, okay. Got it. Okay. Um, I'm not really sure- Sure. ... why it's saying that, but I'mma go ahead and submit that email. Okay. Okay, great. Okay? And then- Yes. ... I'll be the one giving you a call and then we can do that enrollment once they let me know. Okay, great. Great. And then, is that a good number to reach you? The 331-290-5680? Yes, it is. All right. I'll be giving you a call back. And if you don't answer, I'll leave you a voice message and send you an email requesting a call back. Okay. Okay, great. All right. Well, I hope you have a great day. You as well. Thank you. Thank you. Bye-bye. Good night.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in the Cards. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hey, how you doing, Stephanie? Um, I was filling out my, uh, medical information, so it told me to give you guys a call on, I believe, the plan-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... that I was, uh, picking.

Speaker speaker_0: Okay. You want to go ahead and enroll? Um, what staffing agency are you working with?

Speaker speaker_1: Uh, Integrity staffed us.

Speaker speaker_0: Okay. And then, I just need the last four of your Social.

Speaker speaker_1: Uh, 1058.

Speaker speaker_0: Okay. Thank you. All right, and if you could please verify your address and date of birth.

Speaker speaker_1: Uh, yes. Uh, 1735 North Marywood, Apartment 303, Aurora, Illinois 60505. Uh, July 1st, 1986.

Speaker speaker_0: And then, is it an apartment?

Speaker speaker_1: Uh, yes. Is it... It... Uh, and you guys don't take like the PO Boxes or anything, do you?

Speaker speaker_0: Um, if that's where your mail goes to, I can update it.

Speaker speaker_1: Okay, great. C- can we do that? 'Cause it, it kinda says like, "Just in case you gotta send anything important." They send all-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... the important stuff to that PO Box.

Speaker speaker_0: Yep. What is it? PO Box...

Speaker speaker_1: Uh, 4002. Uh, that's A... And that's in Aurora, A-U-R-O-R-A, 60507.

Speaker speaker_0: 60507?

Speaker speaker_1: Yup.

Speaker speaker_0: Okay, thank you. Okay, I have PO Box 4002, Aurora, Illinois 60507.

Speaker speaker_1: Uh, 6... 60507. Yup. You got that?

Speaker speaker_0: Okay. Yes, sir.

Speaker speaker_1: Wow. Wow.

Speaker speaker_0: And then I have 331-290-5680 as your phone number.

Speaker speaker_1: Uh, yes, correct.

Speaker speaker_0: I have your first name, last name, the number 13 at gmail.com. Is that up to date?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: Okay. And then, um, when did you start working with them?

Speaker speaker_1: Uh, I will be started... They haven't gave me a start date yet, so I'm just doing-

Speaker speaker_0: Gotcha.

Speaker speaker_1: ... everything now, but hopefully sometime next week.

Speaker speaker_0: Gotcha. So right now, I can't enroll you because it's giving me past dates but I can go ahead and do a eligibility review and they'll let me know, um, if I can enroll you at this time. But they-

Speaker speaker_1: Okay.

Speaker speaker_0: ... typically give you 30 days from the day that you receive your first check. But either way, I'll go ahead and put that in eligibility review 'cause it's gonna show that you have multiple hire dates either way and they're-

Speaker speaker_1: Gotcha.

Speaker speaker_0: ... gonna have to do that regardless. So I'll go ahead and submit that email, and then I'll be giving you a call most likely Monday letting you know.

Speaker speaker_1: Okay, great. That works.

Speaker speaker_0: Mm-hmm. All right. Did you have any other questions?

Speaker speaker_1: Uh, no. So, so d- so while I'm finishing, finishing up the onboarding, so do I just kinda, kinda go through... I mean, I don't think it's gonna let me bypass that part, is it? Or decline?

Speaker speaker_0: Hmm, I'm not really... I'm not sure. Well, you can... If you want, you can go ahead and decline 'cause either way, I'mma give you a call and we can do a phone enrollment over the phone.

Speaker speaker_1: Okay. Okay, great.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Great.

Speaker speaker_0: Just in case it, it has you stuck on that 'cause either way, we'll do a enrollment over the phone 'cause I'mma go ahead and submit that email.

Speaker speaker_1: Okay. Okay, that makes sense. Okay, 'cause it... You know, it, it's either resetting it and then going from that, but it like declines everything.

Speaker speaker_0: Mm-hmm. Yeah. No, no, no.

Speaker speaker_1: Okay.

Speaker speaker_0: 'Cause either way, we're gonna do the phone enrollment later on.

Speaker speaker_1: Okay, cool. Cool. That works.

Speaker speaker_0: I'm guessing since you haven't started, that new hire date isn't popping up? 'Cause I see one from 2024 and one from 2022, um, but-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... I'm gonna go ahead and let them know that you haven't received your hire date, but it's just a process that we have to go through.

Speaker speaker_1: Okay, great. Great. So, uh, okay, so they, they got me under den- so decline all coverage for right now, correct?

Speaker speaker_0: Okay. Yep.

Speaker speaker_1: Okay.

Speaker speaker_0: Yep, 'cause you don't have anything right now. Um, but I'mma go ahead and send that email letting them know that you're looking into enrolling and if they could please do the eligibility review and then they'll let me... Yes, you can go ahead and enroll him and then we can go ahead and start that process. So, uh, I just have to send that to the main office and they'll let me know from there.

Speaker speaker_1: Okay. Okay, great. Great. 'Cause, yeah, 'cause even when I... I'm doing it right now as we're speaking, so even if I decline all of that stuff or however it goes, it's still, it's still telling me to give you guys a call.

Speaker speaker_0: Oh, okay. Got it. Okay. Um, I'm not really sure-

Speaker speaker_1: Sure.

Speaker speaker_0: ... why it's saying that, but I'mma go ahead and submit that email.

Speaker speaker_1: Okay. Okay, great.

Speaker speaker_0: Okay? And then-

Speaker speaker_1: Yes.

Speaker speaker_0: ... I'll be the one giving you a call and then we can do that enrollment once they let me know.

Speaker speaker_1: Okay, great. Great.

Speaker speaker_0: And then, is that a good number to reach you? The 331-290-5680?

Speaker speaker_1: Yes, it is.

Speaker speaker_0: All right. I'll be giving you a call back. And if you don't answer, I'll leave you a voice message and send you an email requesting a call back.

Speaker speaker_1: Okay. Okay, great.

Speaker speaker_0: All right. Well, I hope you have a great day.

Speaker speaker_1: You as well. Thank you.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye-bye. Good night.