

## **Transcript: Justin**

**Mills-4963186419875840-6735461724897280**

### **Full Transcript**

Thank you for calling. That's gonna fit in your cart. This is Justin. How can I help you today? Hey. Good morning, Justin. Uh, my name is Jarrel Yarber. I was, uh, calling to see if s- I could, um, get the medical card either shipped out to my home address or a virtual card sent to my email. Yeah. Let me check on that for you. Um, what's that staffing agency you work for? Um, Star Staffing in Calumet City, Illinois. And the last four of your social? 3993. And for security purposes, can you verify your home address, including city, state, and zip code? Yeah. Um, 2018 Park West Boulevard, uh, Griffith, Indiana, 46319. And your date of birth? April 6th, 1998. And a good telephone number have a 708-800-2213. Yep. And the email I have is jarrel.yarber@email.com. Correct. Okay. Um, so looking at the file, it looks like you're still in a pending enrollment process. So, I do know that pending enrollments do take one to two, one to two weeks to go through. And then whenever you- Got it. ... do become active, uh, physical ID cards would be received at that physical address within seven to ten business days. Okay. Now, is there any way I can also, once I do become active in the, with the plan, can I get a virtual card sent to my email address? Uh, yes, sir. Um, so I do know that once you do become active in the, in the coverage, um, if you called back the Thursday or Friday of the week you become active, we can email the ID cards to you just so you have 'em. Okay. Now, when, when will I know that the plan has become active? Um, so whenever you experience a s- \$16.80 deduction that comes off your paycheck, coverage usually begins that following Monday. So, just keep an eye out on your pay stubs. Gotcha. Okay. That makes sense. All right. Well, thank you, Justin. You're welcome. Is there anything else I can assist you with today? Uh, nope. That was it. Awesome. Well, you have a wonderful day, okay? All right. You too. All right. Thanks.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling. That's gonna fit in your cart. This is Justin. How can I help you today?

Speaker speaker\_1: Hey. Good morning, Justin. Uh, my name is Jarrel Yarber. I was, uh, calling to see if s- I could, um, get the medical card either shipped out to my home address or a virtual card sent to my email.

Speaker speaker\_0: Yeah. Let me check on that for you. Um, what's that staffing agency you work for?

Speaker speaker\_1: Um, Star Staffing in Calumet City, Illinois.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 3993.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state, and zip code?

Speaker speaker\_1: Yeah. Um, 2018 Park West Boulevard, uh, Griffith, Indiana, 46319.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: April 6th, 1998.

Speaker speaker\_0: And a good telephone number have a 708-800-2213.

Speaker speaker\_1: Yep.

Speaker speaker\_0: And the email I have is jarrel.yarber@email.com.

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. Um, so looking at the file, it looks like you're still in a pending enrollment process. So, I do know that pending enrollments do take one to two, one to two weeks to go through. And then whenever you-

Speaker speaker\_1: Got it.

Speaker speaker\_0: ... do become active, uh, physical ID cards would be received at that physical address within seven to ten business days.

Speaker speaker\_1: Okay. Now, is there any way I can also, once I do become active in the, with the plan, can I get a virtual card sent to my email address?

Speaker speaker\_0: Uh, yes, sir. Um, so I do know that once you do become active in the, in the coverage, um, if you called back the Thursday or Friday of the week you become active, we can email the ID cards to you just so you have 'em.

Speaker speaker\_1: Okay. Now, when, when will I know that the plan has become active?

Speaker speaker\_0: Um, so whenever you experience a s- \$16.80 deduction that comes off your paycheck, coverage usually begins that following Monday. So, just keep an eye out on your pay stubs.

Speaker speaker\_1: Gotcha. Okay. That makes sense. All right. Well, thank you, Justin.

Speaker speaker\_0: You're welcome. Is there anything else I can assist you with today?

Speaker speaker\_1: Uh, nope. That was it.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: All right. You too.

Speaker speaker\_0: All right. Thanks.