

## Transcript: Justin

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### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. Um, I, I need a, um... I need to know my, uh, my RX bin, the, the PCN, and the Rx GrP numbers. I can't find my card though. Is there any way you could help me out with that? Yeah. What's the staffing agency you work for? Uh, it's, um, Partners, Partners Personnel. And the last four of your social? Uh, 9408. And what were your first and last name? Frank Martinez. Martinez. Okay. And for security purposes, could you verify your home address, including city, state, and zip code, Frank? Yes. It's 7819 Wellsford Avenue, and that's in Whittier, California 90606. And confirm your date of birth for me. 02/26/'88. And a good telephone number I have is 213-586-7933. Uh, no. I changed it. I got a new number now. Sorry about that. What's a good telephone number for you? It's 213 area code 414-6672. And just to confirm, 213-414-6672? Yes, sir. And the email I have is thefamousone26@gmail.com? Correct. Okay. So looking at the file, it looks like you're not currently enrolled into anything anymore. Um, the most previous thing that we had on you was back in March, um, or actually November 24th, or November of 2024 where you became active in their coverage. Um, did you take a break through Partners Personnel by any chance? Yes, sir. Okay, so that's probably what happened. So you were enrolled into COBRA, um, 'cause I do know after four consecutive weeks of non-payment, it is enrolled into COBRA. However, I'm not seeing anything regarding medical. I'm only seeing dental that you were enrolled into. Uh, no. I think I had a... Was it a... Yeah, 'cause looking at note history, um, you were enrolled into medical and dental as of May 24th of last year. However, come open enrollment back in October of 2024, you decided to drop the medical, um, and just keep dental per the note history. Hello? Are you still there? Hello? Can you hear me? Yeah, I can hear you. Hello? Oh, okay. Um, yeah. You're right though. Uh, I did call in and cancel the medical 'cause I only get sick like once or twice a year, so I, I felt like I didn't really need it, you know? I totally understand. Um, so yes, unfortunately there's no coverage right now. Um, y- I can reinstate the same dental coverage that you had before. There's just a pending enrollment process that goes along with that. Okay. That'll, that'll be fine. That, that'll work out perfect. Also, um, uh, can you give me my, uh, the Rx bin number though? The PCN and the... from, from what I had? Um, so let's see here. So since you didn't have medical since October of 2024, um, unfortunately there's no policy information to give out for that 'cause you're not currently active in it. So if anything, if I did provide you with Rx bin numbers or group numbers, it wouldn't go through, because you're not active in the medical coverage. Oh, okay. And there's not no old one that, that you couldn't give me? It, it, it's not showing or nothing? No sir, not that I can see. Okay. Okay. All righty, um, you said I could still have the, uh, or I could still apply or enroll back i- uh, with the dental? Yeah. I can reinstate the dental for you. Um, but that'll be a pending enrollment process which takes one to two weeks to officially go through. Okay. That, that, that'll be fine. Okay, so I'll go ahead and

reinstate that for you. Dental for employee only would be \$3.63 per week if you authorize Partners Personnel to make the deduction for you. Uh, y- yeah. Well, um, I'm still with them, with them, but I'm, I haven't been working, uh, for them. So maybe you guys can bill it off a different card or something? Um, so unfortunately in order for premiums or for you to become active, a deduction has to come off the paycheck first. Oh, okay. Yes, I haven't been working for them, but, uh, I'm still with, with that agency, you know? It's just I'm not... I haven't been doing no, uh, work for them. Um, okay. Well, let me figure it out and, uh, m- if anything, I can give you a call back... I'll call you guys back if anything. Okay. No worries. Is there anything else I can assist you with today, Frank? No, that's it, Justin. Thank you very much. I appreciate you, man. You're welcome. You have a great weekend, okay? Likewise. You have a good day and a good weekend. Bye-bye. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hi, Justin. Um, I, I need a, um... I need to know my, uh, my RX bin, the, the PCN, and the Rx GrP numbers. I can't find my card though. Is there any way you could help me out with that?

Speaker speaker\_0: Yeah. What's the staffing agency you work for?

Speaker speaker\_1: Uh, it's, um, Partners, Partners Personnel.

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

Speaker speaker\_1: Uh, 9408.

Speaker speaker\_0: And what were your first and last name?

Speaker speaker\_1: Frank Martinez.

Speaker speaker\_0: Martinez. Okay. And for security purposes, could you verify your home address, including city, state, and zip code, Frank?

Speaker speaker\_1: Yes. It's 7819 Wellsford Avenue, and that's in Whittier, California 90606.

Speaker speaker\_0: And confirm your date of birth for me.

Speaker speaker\_1: 02/26/88.

Speaker speaker\_0: And a good telephone number I have is 213-586-7933.

Speaker speaker\_1: Uh, no. I changed it. I got a new number now. Sorry about that.

Speaker speaker\_0: What's a good telephone number for you?

Speaker speaker\_1: It's 213 area code 414-6672.

Speaker speaker\_0: And just to confirm, 213-414-6672?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email I have is thefamousone26@gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. So looking at the file, it looks like you're not currently enrolled into anything anymore. Um, the most previous thing that we had on you was back in March, um, or actually November 24th, or November of 2024 where you became active in their coverage. Um, did you take a break through Partners Personnel by any chance?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay, so that's probably what happened. So you were enrolled into COBRA, um, 'cause I do know after four consecutive weeks of non-payment, it is enrolled into COBRA. However, I'm not seeing anything regarding medical. I'm only seeing dental that you were enrolled into.

Speaker speaker\_1: Uh, no. I think I had a... Was it a...

Speaker speaker\_0: Yeah, 'cause looking at note history, um, you were enrolled into medical and dental as of May 24th of last year. However, come open enrollment back in October of 2024, you decided to drop the medical, um, and just keep dental per the note history. Hello? Are you still there?

Speaker speaker\_1: Hello? Can you hear me?

Speaker speaker\_0: Yeah, I can hear you.

Speaker speaker\_1: Hello? Oh, okay. Um, yeah. You're right though. Uh, I did call in and cancel the medical 'cause I only get sick like once or twice a year, so I, I felt like I didn't really need it, you know?

Speaker speaker\_0: I totally understand. Um, so yes, unfortunately there's no coverage right now. Um, y- I can reinstate the same dental coverage that you had before. There's just a pending enrollment process that goes along with that.

Speaker speaker\_1: Okay. That'll, that'll be fine. That, that'll work out perfect. Also, um, uh, can you give me my, uh, the Rx bin number though? The PCN and the... from, from what I had?

Speaker speaker\_0: Um, so let's see here. So since you didn't have medical since October of 2024, um, unfortunately there's no policy information to give out for that 'cause you're not currently active in it. So if anything, if I did provide you with Rx bin numbers or group numbers, it wouldn't go through, because you're not active in the medical coverage.

Speaker speaker\_1: Oh, okay. And there's not no old one that, that you couldn't give me? It, it, it's not showing or nothing?

Speaker speaker\_0: No sir, not that I can see.

Speaker speaker\_1: Okay. Okay. All righty, um, you said I could still have the, uh, or I could still apply or enroll back i- uh, with the dental?

Speaker speaker\_0: Yeah. I can reinstate the dental for you. Um, but that'll be a pending enrollment process which takes one to two weeks to officially go through.

Speaker speaker\_1: Okay. That, that, that'll be fine.

Speaker speaker\_0: Okay, so I'll go ahead and reinstate that for you. Dental for employee only would be \$3.63 per week if you authorize Partners Personnel to make the deduction for you.

Speaker speaker\_1: Uh, y- yeah. Well, um, I'm still with them, with them, but I'm, I haven't been working, uh, for them. So maybe you guys can bill it off a different card or something?

Speaker speaker\_0: Um, so unfortunately in order for premiums or for you to become active, a deduction has to come off the paycheck first.

Speaker speaker\_1: Oh, okay. Yes, I haven't been working for them, but, uh, I'm still with, with that agency, you know? It's just I'm not... I haven't been doing no, uh, work for them. Um, okay. Well, let me figure it out and, uh, m- if anything, I can give you a call back... I'll call you guys back if anything.

Speaker speaker\_0: Okay. No worries. Is there anything else I can assist you with today, Frank?

Speaker speaker\_1: No, that's it, Justin. Thank you very much. I appreciate you, man.

Speaker speaker\_0: You're welcome. You have a great weekend, okay?

Speaker speaker\_1: Likewise. You have a good day and a good weekend. Bye-bye.

Speaker speaker\_0: Thank you. Bye-bye.