

Transcript: Justin

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Full Transcript

Thank you for calling Benefits Center Care. This is Justin. How can I help you? Yeah, I'm calling about, uh, I need a insurance card. They, uh, I work for WorkSmart. I'm supposed to be e- enrolled in this insurance thing, but I need to find out how to get a card. I need a card to go to the doctor. Yeah, let me check on that. So WorkSmart, what's the last four of your social? It's 5727. And what was your first and last name? Kevin Carpenter. All right. And for security purposes, can you verify your home address, including city, state and zip code, Kevin? Well, the address that I have on the file is 120 Lamo Road, Elveton, Georgia, 30635 but I got a new address. Um, you need the new address to send the mail though, right? Uh, yeah, what's the new mailing address? Because it looks like I have a different address on file. I- it's, it's 130 Liberty Circle, Bartwood, Georgia 30635, 306 postal. And confirm your date of birth. 7/26/70. And I guess our phone number you have is 762-847-3376? Yes. And the email I have is K-E-V-L-E-mark54@gmail? Yeah. Okay, so let's see here. Now a quick question. Did you work with WorkSmart in the past? Yeah. Okay. So I do see where you were auto-enrolled back in 2021, but the coverage was terminated back in 2022. However, if you came back here I- recently, I do know that WorkSmart doesn't re-enroll their new, uh, re-enroll the employees back into the medical plan if they were already enrolled into it to begin with. Um... They didn't say, they didn't tell me nothing like that. I just got off the phone with them. They said I'm enrolled, I'm enrolled. Um, so there's... Not that I can see, sir. Um, I do know that they auto-enroll their new hires into that medical plan 30 days after their first paycheck. Mm-hmm. However, since you stated you worked for them in the past... I've been there since the very beginning. Okay. So, well, since you stated you worked with them in the past and you left and then you came back 30 days after being a new hire... So you're going on what I did? You, so, so you're, so you're going on what I did in the past? You said it was three years ago, right, four years ago? But I'm working here now. This is new. Okay. But what I'm stating is that WorkSmart doesn't auto enroll the employees that come back. They only enroll their new hires into the medical plan 30 days after their first paycheck. Okay. I'm gonna call back, I'm gonna follow up. I'm gonna call them back right now and, and clarify this. I better see, or they taking money out of my check for this. Somebody's gonna have to do something about that. I'm gonna call them back right now. I'll call you back. All right. Well, you have a wonderful-

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Care. This is Justin. How can I help you?

Speaker speaker_1: Yeah, I'm calling about, uh, I need a insurance card. They, uh, I work for WorkSmart. I'm supposed to be e- enrolled in this insurance thing, but I need to find out how to get a card. I need a card to go to the doctor.

Speaker speaker_0: Yeah, let me check on that. So WorkSmart, what's the last four of your social?

Speaker speaker_1: It's 5727.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Kevin Carpenter.

Speaker speaker_0: All right. And for security purposes, can you verify your home address, including city, state and zip code, Kevin?

Speaker speaker_1: Well, the address that I have on the file is 120 Lamo Road, Elveton, Georgia, 30635 but I got a new address. Um, you need the new address to send the mail though, right?

Speaker speaker_0: Uh, yeah, what's the new mailing address? Because it looks like I have a different address on file.

Speaker speaker_1: I- it's, it's 130 Liberty Circle, Bartwood, Georgia 30635, 306 postal.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 7/26/70.

Speaker speaker_0: And I guess our phone number you have is 762-847-3376?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is K-E-V-L-E-mark54@gmail?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, so let's see here. Now a quick question. Did you work with WorkSmart in the past?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So I do see where you were auto-enrolled back in 2021, but the coverage was terminated back in 2022. However, if you came back here I- recently, I do know that WorkSmart doesn't re-enroll their new, uh, re-enroll the employees back into the medical plan if they were already enrolled into it to begin with. Um...

Speaker speaker_1: They didn't say, they didn't tell me nothing like that. I just got off the phone with them. They said I'm enrolled, I'm enrolled.

Speaker speaker_0: Um, so there's... Not that I can see, sir. Um, I do know that they auto-enroll their new hires into that medical plan 30 days after their first paycheck.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: However, since you stated you worked for them in the past...

Speaker speaker_1: I've been there since the very beginning.

Speaker speaker_0: Okay. So, well, since you stated you worked with them in the past and you left and then you came back 30 days after being a new hire...

Speaker speaker_1: So you're going on what I did? You, so, so you're, so you're going on what I did in the past? You said it was three years ago, right, four years ago? But I'm working here now. This is new.

Speaker speaker_0: Okay. But what I'm stating is that WorkSmart doesn't auto enroll the employees that come back. They only enroll their new hires into the medical plan 30 days after their first paycheck.

Speaker speaker_1: Okay. I'm gonna call back, I'm gonna follow up. I'm gonna call them back right now and, and clarify this. I better see, or they taking money out of my check for this. Somebody's gonna have to do something about that. I'm gonna call them back right now. I'll call you back.

Speaker speaker_0: All right. Well, you have a wonderful-