

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? Oh, yes. Um, yes, I was callin' about, I'm workin' with Morales. And that's there, um, I thought I was listed in your program for your benefits for me and my daughter. Okay. Uh, you were wondering if you were enrolled? Yeah. I would like to get enrolled. She gave me the paper. I thought I'd been enrolled ever since, um, the second in the course of '25. Yeah. Let me check on that. They said, uh- What was that staffing agency you worked for? Morales Group, sir. They said that I agree to offer their health insurance. This is... is, what is this? Dental vision, your short-term disability, behavior health and whatever health issue. Okay. So Morales, what's the last four of your Social so I can pull your file for you? 0479. And your first and last name again? Marvin Coe. Okay. 2742. And for security purposes, could you verify your home address, including city, state and zip code? Yeah. 2714 North Priscilla in Annapolis, Indiana. And confirm your date of birth. 6-24-1993. And a good telephone number have a 765-865-1322. No. 217-8, 8, 806-5586. And just to confirm, 217-806-5586? Yes, sir. And the email I have is MarvinCoe56 at gmail? Yes. Okay. Um, yeah. Looking at the file, I'm not seeing where you enrolled in the benefits. However, when did you start with Morales? I've been with Morales ever since, um, um, December. I've been with the Morales Group... I just, they just found me a job in, like, in January. And then, I'm still with it right now. I gotta do my probation with 'em. I gotta do my probation. I, they got me a new job, so I gotta do 90 days probation. But I thought I was already enlisted. I, I wanted it for me and my daughter. Okay. 'Cause the only reason why I asked that is because I'm not seeing a document that was submitted, nor were you called to enroll in the benefits, so you're not enrolled in anything. However, I mean, I can have my back office do an eligibility review on you, and then once I receive word back from my back office, I can give you a call back letting you know if you're eligible to enroll or not. Okay. I thought I was, man. That's crazy. Okay. Um- I wanted it for me and my daughter. Okay. So employee plus child coverage. So I'll reach out to my back office, have them do that eligibility review on you. And would- And like I said- And would, would it matter if my child is... uh, she, she in my home state, but I'm in Indiana, in Annapolis, Indiana. Do it matter if, if, if I put her on my, uh, my insurance and we both need glasses pretty much. I thought I already had her on my insurance. Um, no, I don't believe it would matter. Um, but like I said, I wouldn't know anything until the eligibility review is done. Okay. Okay. But is that 217-806-5586 a good call back number for you? Yes. Okay. So like I said, I'll reach out to my back office, have them do that e- eligibility review for you. And then once I do receive word back, I'll give you a call back letting you know if you're eligible or not. Okay? All right. Okay. Well, was there anything else I can assist you with today? Nope. Awesome. Well, you have a wonderful day, okay? Okay. 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: Oh, yes. Um, yes, I was callin' about, I'm workin' with Morales. And that's there, um, I thought I was listed in your program for your benefits for me and my daughter.

Speaker speaker_0: Okay. Uh, you were wondering if you were enrolled?

Speaker speaker_1: Yeah. I would like to get enrolled. She gave me the paper. I thought I'd been enrolled ever since, um, the second in the course of '25.

Speaker speaker_0: Yeah. Let me check on that.

Speaker speaker_1: They said, uh-

Speaker speaker_0: What was that staffing agency you worked for?

Speaker speaker_1: Morales Group, sir. They said that I agree to offer their health insurance. This is... is, what is this? Dental vision, your short-term disability, behavior health and whatever health issue.

Speaker speaker_0: Okay. So Morales, what's the last four of your Social so I can pull your file for you?

Speaker speaker_1: 0479.

Speaker speaker_0: And your first and last name again?

Speaker speaker_1: Marvin Coe.

Speaker speaker_0: Okay.

Speaker speaker_1: 2742.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_1: Yeah. 2714 North Priscilla in Annapolis, Indiana.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 6-24-1993.

Speaker speaker_0: And a good telephone number have a 765-865-1322.

Speaker speaker_1: No. 217-8, 8, 806-5586.

Speaker speaker_0: And just to confirm, 217-806-5586?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is MarvinCoe56 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, yeah. Looking at the file, I'm not seeing where you enrolled in the benefits. However, when did you start with Morales?

Speaker speaker_1: I've been with Morales ever since, um, um, December. I've been with the Morales Group... I just, they just found me a job in, like, in January. And then, I'm still with it right now. I gotta do my probation with 'em. I gotta do my probation. I, they got me a new job, so I gotta do 90 days probation. But I thought I was already enlisted. I, I wanted it for me and my daughter.

Speaker speaker_0: Okay. 'Cause the only reason why I asked that is because I'm not seeing a document that was submitted, nor were you called to enroll in the benefits, so you're not enrolled in anything. However, I mean, I can have my back office do an eligibility review on you, and then once I receive word back from my back office, I can give you a call back letting you know if you're eligible to enroll or not.

Speaker speaker_1: Okay. I thought I was, man. That's crazy.

Speaker speaker_0: Okay. Um-

Speaker speaker_1: I wanted it for me and my daughter.

Speaker speaker_0: Okay. So employee plus child coverage. So I'll reach out to my back office, have them do that eligibility review on you.

Speaker speaker_1: And would-

Speaker speaker_0: And like I said-

Speaker speaker_1: And would, would it matter if my child is... uh, she, she in my home state, but I'm in Indiana, in Annapolis, Indiana. Do it matter if, if, if I put her on my, uh, my insurance and we both need glasses pretty much. I thought I already had her on my insurance.

Speaker speaker_0: Um, no, I don't believe it would matter. Um, but like I said, I wouldn't know anything until the eligibility review is done.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. But is that 217-806-5586 a good call back number for you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So like I said, I'll reach out to my back office, have them do that eligibility review for you. And then once I do receive word back, I'll give you a call back letting you know if you're eligible or not. Okay?

Speaker speaker_1: All right.

Speaker speaker_0: Okay. Well, was there anything else I can assist you with today?

Speaker speaker_1: Nope.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Bye.