

Transcript: Justin

Mills-5541021564223488-6230694460604416

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. My name is Simone, and, um, I was wondering if you could help me with something. I had just, um, turned in my insurance information to, um, my company, but I was wondering if I was, if I was covered already. 'Cause she said that it would, the coverage wouldn't start until the week after my pay, be- because of something about deduction, but I was confused on that. I thought it would just be easier to call and ask you guys. Yeah. Let me check on that. What's the staffing agency you work for? I work for ATC. And the last four of your Social? 9953. And for security purposes, can you verify the home address, including city, state and zip code, Simone? Yes. 1140 Thomas Street, Chester, PA, 19013. And confirm your date of birth? September 10th, 1999. And a good telephone number has a 610-236-2120? Yes. And the email I have is swatson1999@yahoo? Yes. Okay, so let's see here. Um, here, when did you submit that document? Um, I believe... Let me think. No, it was like that. This was Monday the 28th of October. Monday the 28th? Okay, so let's see here. 'Cause looking at the file, we haven't received that document from ATC. Um, however- Okay. Let's see. However, if you reach out to ATC and have them send it over to us, we could possibly process that. Um, because if was signed and dated October 28th, you were still within your personal open enrollment period. Mm-hmm. Um, so, like, like I said, I would just reach out to ATC, have them send that information to us. Would it be easier for me, um, to, to s- Oh, well, 'cause you said that you needed it back those are right? Yeah, so we need that document to show proof that you did submit it within your personal open enrollment period, 'cause looking at the hire date of your... Looking at the file, you received your first paycheck on October 1st, um, or that's when we received the first hire date on here. Um, so you have 30 days from that date, so your cutoff date was November 1st. As long as you submitted that document before the first, should be eligible. Okay. Yeah, I have, um, I have it signed and da, um, I have it signed and dated for that day. Yes. I meant to say yes, so that should be fine then, right? Correct, so you'd look at the- I still have, um, the copy of it, but I beli, I sent it to my recruiter, who's Gabriela. She said that she was gonna go ahead and get it back soon for me. Okay, so yes, just, just have her send it over to us so our data entry team can look at it, and then we can make that, uh, determination from there. Um, but if it is do, signed and dated within that personal open enrollment period, you will be enrolled. All right. Thank you for explaining that. You're welcome. Is there anything else I could help you out with today, Simone? Um, no. Thank you, though. You're welcome. You have a great day, okay? You too. All right, goodbye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. My name is Simone, and, um, I was wondering if you could help me with something. I had just, um, turned in my insurance information to, um, my company, but I was wondering if I was, if I was covered already. 'Cause she said that it would, the coverage wouldn't start until the week after my pay, be- because of something about deduction, but I was confused on that. I thought it would just be easier to call and ask you guys.

Speaker speaker_1: Yeah. Let me check on that. What's the staffing agency you work for?

Speaker speaker_2: I work for ATC.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 9953.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, Simone?

Speaker speaker_2: Yes. 1140 Thomas Street, Chester, PA, 19013.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: September 10th, 1999.

Speaker speaker_1: And a good telephone number has a 610-236-2120?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is swatson1999@yahoo?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so let's see here. Um, here, when did you submit that document?

Speaker speaker_2: Um, I believe... Let me think. No, it was like that. This was Monday the 28th of October.

Speaker speaker_1: Monday the 28th? Okay, so let's see here. 'Cause looking at the file, we haven't received that document from ATC. Um, however-

Speaker speaker_2: Okay.

Speaker speaker_1: Let's see. However, if you reach out to ATC and have them send it over to us, we could possibly process that. Um, because if it was signed and dated October 28th, you were still within your personal open enrollment period.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, so, like, like I said, I would just reach out to ATC, have them send that information to us.

Speaker speaker_2: Would it be easier for me, um, to, to s- Oh, well, 'cause you said that you needed it back those are right?

Speaker speaker_1: Yeah, so we need that document to show proof that you did submit it within your personal open enrollment period, 'cause looking at the hire date of your... Looking at the file, you received your first paycheck on October 1st, um, or that's when we received the first hire date on here. Um, so you have 30 days from that date, so your cutoff date was November 1st. As long as you submitted that document before the first, should be eligible.

Speaker speaker_2: Okay. Yeah, I have, um, I have it signed and da, um, I have it signed and dated for that day.

Speaker speaker_1: Yes.

Speaker speaker_2: I meant to say yes, so that should be fine then, right?

Speaker speaker_1: Correct, so you'd look at the-

Speaker speaker_2: I still have, um, the copy of it, but I beli, I sent it to my recruiter, who's Gabriela. She said that she was gonna go ahead and get it back soon for me.

Speaker speaker_1: Okay, so yes, just, just have her send it over to us so our data entry team can look at it, and then we can make that, uh, determination from there. Um, but if it is do, signed and dated within that personal open enrollment period, you will be enrolled.

Speaker speaker_2: All right. Thank you for explaining that.

Speaker speaker_1: You're welcome. Is there anything else I could help you out with today, Simone?

Speaker speaker_2: Um, no. Thank you, though.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: You too.

Speaker speaker_1: All right, goodbye.