

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. My name is Kestrel. Um, I came on with Partners Personnel a little while ago. I think today is my last day to get enrolled, but I just wanna ask some questions real quick if that's okay. Of course. Um, so Partners Personnel, what's the last four of your social? Uh, 1237. And for security purposes, could you verify your home address, including city, state and zip code, Kestrel? Yeah, it should be 216 West 17th Street, Chattanooga, Tennessee 37408. And confirm your date of birth? March 8, 1999. And a good telephone number has 505-358-0058? That's me. And the email has kestrelk13 at gmail? That's me. Okay, how can I help you today? So, um, I'm really struggling with this, uh, insurance thing, as are we all. Uh, because, so I turn 26 on March 8th. In just a little while, I'll be off of my parent's insurance. Sucks so much, um, because I have really good insurance with them, but that doesn't matter. So, my point is, I'm only on a 720-hour contract with Partners Personnel. Um... Mm-hmm. And I will be theoretically moving on from them and onto, you know, my regular job at about middle of May. So, that means I theoretically have two insurance shifts in front of me, right? I have to get one, um, on March 8th, and then I have to get another one because I've got a lot of stupid ass medical procedures that I'm going through right now that I can't be uninsured for, right? Totally understand. So I'm... I guess I'm just wondering does Partners Personnel only offer benefits through the company and I would have to shift no matter what on May 8th, or are they able to get me deals through the marketplace that I can continue in the middle of May once I switch insurances? How does that kind of work? Um, now honestly, us at Benefits and a Card, we're just the benefit administrators for Partners Personnel. So as long as you're working through them, um, and receiving paychecks through them, you'll have active coverage if you are enrolled through them. However, once you do transition over to a new... Uh, like say if you get hired on full time, um, they may... That company that does hire you full time may have a new benefit administrator that they would provide that information to you then, um, to see who their new insurance provider is. Well, they, they only provide a stipend. I have to choose my own through the marketplace if I choose to continue with this company. Um, if I were to enroll in a benefit package today, would it start immediately? Could it start immediately on March 8th or would it start on April 1st? Um, so if we get enrolled into benefits today, pending enrollments do take one to three weeks to go through. So there's that. Okay, well, that's one to two weeks. I got that. Um, where can I find said benefit packages? Um, I can email you a copy of the benefit guide. Um, bear with me one second. Let's see here. That'd be... Um, but the email that you should look out for for that benefit guide will be coming from info, that's I-N-F-O, at benefits and a card dot com. Okay. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay? Sounds good. Um, I just wanted to make sure I have until today unless I've passed the window of enrollment. Okay, let me check

real quick. Let's see. Checking the hire date, so it looks like we received your hire date as February 3rd of whenever you received your first pec- ch- paycheck through Partners Personnel. Um, so your cutoff date... Mm-hmm. Let me do some quick maths real quick because there's only 28 days in February. Um, calculator. February 3rd. March 3rd, 28... So it looks like March 5th would be your cutoff date. Oh, okay. Gotcha. In that case, that's perfect. Thank you very much. Appreciate your help today. You're welcome. You have a great day, okay? Thanks. You too. Bye-bye. Ta-ta.

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. My name is Kestrel. Um, I came on with Partners Personnel a little while ago. I think today is my last day to get enrolled, but I just wanna ask some questions real quick if that's okay.

Speaker speaker_0: Of course. Um, so Partners Personnel, what's the last four of your social?

Speaker speaker_1: Uh, 1237.

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

Speaker speaker_1: Yeah, it should be 216 West 17th Street, Chattanooga, Tennessee 37408.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: March 8, 1999.

Speaker speaker_0: And a good telephone number has 505-358-0058?

Speaker speaker_1: That's me.

Speaker speaker_0: And the email has kestrelk13 at gmail?

Speaker speaker_1: That's me.

Speaker speaker_0: Okay, how can I help you today?

Speaker speaker_1: So, um, I'm really struggling with this, uh, insurance thing, as are we all. Uh, because, so I turn 26 on March 8th. In just a little while, I'll be off of my parent's insurance. Sucks so much, um, because I have really good insurance with them, but that doesn't matter. So, my point is, I'm only on a 720-hour contract with Partners Personnel. Um...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And I will be theoretically moving on from them and onto, you know, my regular job at about middle of May. So, that means I theoretically have two insurance shifts in front of me, right? I have to get one, um, on March 8th, and then I have to get another one because I've got a lot of stupid ass medical procedures that I'm going through right now that I can't be uninsured for, right?

Speaker speaker_0: Totally understand.

Speaker speaker_1: So I'm... I guess I'm just wondering does Partners Personnel only offer benefits through the company and I would have to shift no matter what on May 8th, or are they able to get me deals through the marketplace that I can continue in the middle of May once I switch insurances? How does that kind of work?

Speaker speaker_0: Um, now honestly, us at Benefits and a Card, we're just the benefit administrators for Partners Personnel. So as long as you're working through them, um, and receiving paychecks through them, you'll have active coverage if you are enrolled through them. However, once you do transition over to a new... Uh, like say if you get hired on full time, um, they may... That company that does hire you full time may have a new benefit administrator that they would provide that information to you then, um, to see who their new insurance provider is.

Speaker speaker_1: Well, they, they only provide a stipend. I have to choose my own through the marketplace if I choose to continue with this company. Um, if I were to enroll in a benefit package today, would it start immediately? Could it start immediately on March 8th or would it start on April 1st?

Speaker speaker_0: Um, so if we get enrolled into benefits today, pending enrollments do take one to three weeks to go through. So there's that.

Speaker speaker_1: Okay, well, that's one to two weeks. I got that. Um, where can I find said benefit packages?

Speaker speaker_0: Um, I can email you a copy of the benefit guide. Um, bear with me one second. Let's see here.

Speaker speaker_1: That'd be...

Speaker speaker_0: Um, but the email that you should look out for for that benefit guide will be coming from info, that's I-N-F-O, at benefits and a card dot com.

Speaker speaker_1: Okay.

Speaker speaker_0: However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker_1: Sounds good. Um, I just wanted to make sure I have until today unless I've passed the window of enrollment.

Speaker speaker_0: Okay, let me check real quick. Let's see. Checking the hire date, so it looks like we received your hire date as February 3rd of whenever you received your first paycheck through Partners Personnel. Um, so your cutoff date...

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Let me do some quick maths real quick because there's only 28 days in February. Um, calculator. February 3rd. March 3rd, 28... So it looks like March 5th would be your cutoff date.

Speaker speaker_1: Oh, okay. Gotcha. In that case, that's perfect. Thank you very much. Appreciate your help today.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: Thanks. You too. Bye-bye.

Speaker speaker_0: Ta-ta.