

Transcript: Justin

Mills-6314380353519616-5947312617734144

Full Transcript

Thank you for calling Benefits and Encourages. This is Justin. How can I help you today? Yes, sir. I've been, uh, workin' for WorkSmart for a month and my benefits were supposed to start, and I was just curious, like, what my number is so I can give it to my pharmacy. My card number. Yep. Let me check on that for you. So you said WorkSmart? Yep. And what's the last four of your Social? 1677. And your first and last name? Brandon Beasley. And for security purposes, can you verify your home address, including city, state and zip code, Brandon? 2167 Grady School Road, Canon, Georgia 30520. And confirm your date of birth? 09-22-84. And a good telephone number have a 706-244-9280? Yep. And the email has brandonbeasley3266 at gmail? Yep. Okay. Um, so looking at the file, it looks like you're not currently enrolled in anything. However, you're eligible to be enrolled. Um, did you submit a document through WorkSmart by any chance? No. They said that... They said after 30 days, you're automatically enrolled. Okay. Let's see here. So it looks like we- And they said it was like 15 dollars a year. Go ahead. So looks, looks like we received your hire date as March 21st of 2025. So if anything, you wouldn't be enrolled until April 20th, around that time. Which is next week. No, I done got hired... Next week? Yes, sir, 'cause that's the 30-day mark. Yeah. I done... Well, I mean, this is my fourth check I've done got. But, I mean, if it's next week, I mean, I'll call back next week. Okay. Well, the auto-enrollment is supposed to happen next week 'cause we received your initial hire date on March 21st, so then it's 30 days after that date. So, if anything, around April 20th. I guess that's after you get your first check 'cause I got hired before then. I mean, that might have been the day I got my first check. I don't know. Okay. Uh, let's see. So we have an initial hire date- Yes. ... as March 10th, and then you received the first one around March 21st? Yes. Yeah, that's when I got... That's when I first started was March the 10th. Okay. That was my first day of work. Okay. And you didn't receive your first check until March 21st, correct? Yes. Okay, so yeah, so it's 30 days from that date, the 21st. Oh, okay. So it would be sometime next week is when you'll, uh, be auto-enrolled. Okay. Well, do they, do they send me a card or what, how does that go about? Yes, sir. So once you do become active in the coverage, physical ID cards will be received within seven to ten business days. But I can call. I can get the number. Correct. Uh, usually, the Thursday or Friday of the week you become active, uh, and then- Gotcha. ... we email the ID card to you. Okay. All right. Well, I hope to talk with y'all next weekend. Awesome. Well, you have a wonderful day, okay, Brandon? You too. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Encourages. This is Justin. How can I help you today?

Speaker speaker_1: Yes, sir. I've been, uh, workin' for WorkSmart for a month and my benefits were supposed to start, and I was just curious, like, what my number is so I can give it to my pharmacy. My card number.

Speaker speaker_0: Yep. Let me check on that for you. So you said WorkSmart?

Speaker speaker_1: Yep.

Speaker speaker_0: And what's the last four of your Social?

Speaker speaker_1: 1677.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Brandon Beasley.

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

Speaker speaker_1: 2167 Grady School Road, Canon, Georgia 30520.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 09-22-84.

Speaker speaker_0: And a good telephone number have a 706-244-9280?

Speaker speaker_1: Yep.

Speaker speaker_0: And the email has brandonbeasley3266 at gmail?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. Um, so looking at the file, it looks like you're not currently enrolled in anything. However, you're eligible to be enrolled. Um, did you submit a document through WorkSmart by any chance?

Speaker speaker_1: No. They said that... They said after 30 days, you're automatically enrolled.

Speaker speaker_0: Okay. Let's see here. So it looks like we-

Speaker speaker_1: And they said it was like 15 dollars a year. Go ahead.

Speaker speaker_0: So looks, looks like we received your hire date as March 21st of 2025. So if anything, you wouldn't be enrolled until April 20th, around that time. Which is next week.

Speaker speaker_1: No, I done got hired... Next week?

Speaker speaker_0: Yes, sir, 'cause that's the 30-day mark.

Speaker speaker_1: Yeah. I done... Well, I mean, this is my fourth check I've done got. But, I mean, if it's next week, I mean, I'll call back next week.

Speaker speaker_0: Okay. Well, the auto-enrollment is supposed to happen next week 'cause we received your initial hire date on March 21st, so then it's 30 days after that date. So, if anything, around April 20th.

Speaker speaker_1: I guess that's after you get your first check 'cause I got hired before then. I mean, that might have been the day I got my first check. I don't know.

Speaker speaker_0: Okay. Uh, let's see. So we have an initial hire date-

Speaker speaker_1: Yes.

Speaker speaker_0: ... as March 10th, and then you received the first one around March 21st?

Speaker speaker_1: Yes. Yeah, that's when I got... That's when I first started was March the 10th.

Speaker speaker_0: Okay.

Speaker speaker_1: That was my first day of work.

Speaker speaker_0: Okay. And you didn't receive your first check until March 21st, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so yeah, so it's 30 days from that date, the 21st.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: So it would be sometime next week is when you'll, uh, be auto-enrolled.

Speaker speaker_1: Okay. Well, do they, do they send me a card or what, how does that go about?

Speaker speaker_0: Yes, sir. So once you do become active in the coverage, physical ID cards will be received within seven to ten business days.

Speaker speaker_1: But I can call. I can get the number.

Speaker speaker_0: Correct. Uh, usually, the Thursday or Friday of the week you become active, uh, and then-

Speaker speaker_1: Gotcha.

Speaker speaker_0: ... we email the ID card to you.

Speaker speaker_1: Okay. All right. Well, I hope to talk with y'all next weekend.

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

Speaker speaker_1: You too.

Speaker speaker_0: All right. Bye-bye.