

## Transcript: Justin

**Mills-6322646775808000-6011064615223296**

### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. How are you today? Doing pretty well, and yourself? Yeah, I'm pretty well. Uh, so I have a question. Actually, uh, I, I am working at, uh, or, uh, with Partners Personnel? Partners Personnel? them. So I have a... any Medicaid out, no. So that's why, uh, you're gonna check this. Um, so you're wanting benefits offered through Partners Personnel? Yeah. Okay, so Partners Personnel, what's the last four- So, right now, you need to, you need to take this in right now. That's why I call you. Okay, so Partners Personnel, what's the last four of your Social Security? I can pull your file for you. Last four Social Security? Correct. Uh, social security number. Give me one second, sir. What is it? Should I get that? 1856. And your first and last name? First name Rashida, last name Bego. And for security purposes, could you verify your home address, including city, state and ZIP code? Yeah. Right now, uh, the address is changed. The address changed right now. Okay, so what's the address that you put down for Partners Personnel? I need for you to verify that. Uh, you can check this right now. This address. Uh, 751 North Indian Creek Drive, Apartment 502. Um, looks like I have a different address on file. Ah. Can you repeat it again? I stated I have a different address on file. Yeah, yeah. So I still need for you to confirm what address was put down for Partners Personnel. The address that you provided was not the address I have on file. Yeah, yeah, yeah. You can, uh, put this right now, new address. Well, I still need for you to verify the old address that's on file first, before I update anything. Yeah. All, all address is, uh, 1135 Gandhi Sun Cook, Claxton GA 30021. Also Claxton and 300 zip code same, just, uh, address is, uh, different, little bit. And what's the new address, so I can go ahead and update it? 751 North Indian Creek Drive, Apartment 502. Sure. City and state? City, Claxton. State, Georgia. Zip code 30021. Same, same. A state and city and zip code same. Okay, and confirm your date of birth? January 1, 1986. And a good telephone number has 404-948-8665. Yeah, yeah, yeah. And the email I have is rashidab231@gmail. Yeah, yeah, yeah. Uh, uh, uh, right now, you're gonna provide, uh, uh, you're gonna, uh, provide, uh, h- benefits for medicine right now? For her? Um, quick, when did you start with Partners Personnel? We started, uh, last year. So around October? Yeah, maybe. Okay, because we have a hire date of October 7th of 2024. Does that sound correct? Yeah, yeah, yeah. Okay, so I do know that you had 30 days from that date to be enrolled in the benefits, because that's considered your personal open enrollment period, so it is now March 12th. So we're currently outside of that open enrollment period, um, so unfortunately if you wanted to be enrolled right now, you would either have to experience a qualified life event or wait until Partners' next open enrollment period to be enrolled. Then they didn't provide? What was that again? I'm sorry. Can you provide benefit for medicine for her? So I stated- Because medi- m- Medicaid out, no, it was. Okay, well, I stated that she's outside of her personal open enrollment period, which is 30 days from her

first paycheck, which the hire date that we have on file is October 7th. And she stated that she never had a break in assignment, correct? Yeah. Okay, so she's not eligible to be enrolled right now. However, if she wanted to be enrolled, she would have to experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child. Listen, brother, I, I asked you also, eh, for her benefit, for her, eh, work money. So they didn't take, eh, eh, they, eh... Actually, eh, uh, Partners Personnel, th- they take money f- from her work, eh, eh, for Medicaid, you know? Um, now regarding that, she would need to reach out to Partners Personnel specifically, 'cause we don't deal with Medicaid or taxes or anything. I told this- We just deal with health insurance. I told this brother. I told this brother so they, they take money for... Th- their child's money for Medicaid. Okay, so like I said, Medicaid, that's more of taxes. So I would have her reach out to Partners Personnel specifically 'cause we only deal with benefits, like medical, dental, vision insurance, not Medicaid. That is taxes. Oh, you need... Uh, right now, I need a Medicaid card number. Um, I don't have access to a Medicaid card number. You're gonna provide this number, her Medicaid number? No, sir. I stated I don't have access to that information. Okay, thank you, brother. You're welcome. You have a great day, okay?

## 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. How are you today?

Speaker speaker\_0: Doing pretty well, and yourself?

Speaker speaker\_1: Yeah, I'm pretty well. Uh, so I have a question. Actually, uh, I, I am working at, uh, or, uh, with Partners Personnel? Partners Personnel? them. So I have a... any Medicaid out, no. So that's why, uh, you're gonna check this.

Speaker speaker\_0: Um, so you're wanting benefits offered through Partners Personnel?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay, so Partners Personnel, what's the last four-

Speaker speaker\_1: So, right now, you need to, you need to take this in right now. That's why I call you.

Speaker speaker\_0: Okay, so Partners Personnel, what's the last four of your Social Security? I can pull your file for you.

Speaker speaker\_1: Last four Social Security?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Uh, social security number. Give me one second, sir.

Speaker speaker\_2: What is it? Should I get that?

Speaker speaker\_1: 1856.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: First name Rashida, last name Bego.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and ZIP code?

Speaker speaker\_1: Yeah. Right now, uh, the address is changed. The address changed right now.

Speaker speaker\_0: Okay, so what's the address that you put down for Partners Personnel? I need for you to verify that.

Speaker speaker\_1: Uh, you can check this right now. This address. Uh, 751 North Indian Creek Drive, Apartment 502.

Speaker speaker\_0: Um, looks like I have a different address on file.

Speaker speaker\_2: Ah.

Speaker speaker\_1: Can you repeat it again?

Speaker speaker\_0: I stated I have a different address on file.

Speaker speaker\_1: Yeah, yeah.

Speaker speaker\_0: So I still need for you to confirm what address was put down for Partners Personnel. The address that you provided was not the address I have on file.

Speaker speaker\_1: Yeah, yeah, yeah. You can, uh, put this right now, new address.

Speaker speaker\_0: Well, I still need for you to verify the old address that's on file first, before I update anything.

Speaker speaker\_1: Yeah. All, all address is, uh, 1135 Gandhi Sun Cook, Claxton GA 30021. Also Claxton and 300 zip code same, just, uh, address is, uh, different, little bit.

Speaker speaker\_0: And what's the new address, so I can go ahead and update it?

Speaker speaker\_1: 751 North Indian Creek Drive, Apartment 502.

Speaker speaker\_0: Sure. City and state?

Speaker speaker\_1: City, Claxton. State, Georgia. Zip code 30021. Same, same. A state and city and zip code same.

Speaker speaker\_0: Okay, and confirm your date of birth?

Speaker speaker\_1: January 1, 1986.

Speaker speaker\_0: And a good telephone number has 404-948-8665.

Speaker speaker\_1: Yeah, yeah, yeah.

Speaker speaker\_0: And the email I have is rashidab231@gmail.

Speaker speaker\_1: Yeah, yeah, yeah. Uh, uh, uh, right now, you're gonna provide, uh, uh, you're gonna, uh, provide, uh, h- benefits for medicine right now? For her?

Speaker speaker\_0: Um, quick, when did you start with Partners Personnel?

Speaker speaker\_1: We started, uh, last year.

Speaker speaker\_0: So around October?

Speaker speaker\_1: Yeah, maybe.

Speaker speaker\_0: Okay, because we have a hire date of October 7th of 2024. Does that sound correct?

Speaker speaker\_1: Yeah, yeah, yeah.

Speaker speaker\_0: Okay, so I do know that you had 30 days from that date to be enrolled in the benefits, because that's considered your personal open enrollment period, so it is now March 12th. So we're currently outside of that open enrollment period, um, so unfortunately if you wanted to be enrolled right now, you would either have to experience a qualified life event or wait until Partners' next open enrollment period to be enrolled.

Speaker speaker\_1: Then they didn't provide?

Speaker speaker\_0: What was that again? I'm sorry.

Speaker speaker\_1: Can you provide benefit for medicine for her?

Speaker speaker\_0: So I stated-

Speaker speaker\_1: Because medi- m- Medicaid out, no, it was.

Speaker speaker\_0: Okay, well, I stated that she's outside of her personal open enrollment period, which is 30 days from her first paycheck, which the hire date that we have on file is October 7th. And she stated that she never had a break in assignment, correct?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay, so she's not eligible to be enrolled right now. However, if she wanted to be enrolled, she would have to experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child.

Speaker speaker\_1: Listen, brother, I, I asked you also, eh, for her benefit, for her, eh, work money. So they didn't take, eh, eh, they, eh... Actually, eh, uh, Partners Personal, th- they take money f- from her work, eh, eh, for Medicaid, you know?

Speaker speaker\_0: Um, now regarding that, she would need to reach out to Partners Personnel specifically, 'cause we don't deal with Medicaid or taxes or anything.

Speaker speaker\_1: I told this-

Speaker speaker\_0: We just deal with health insurance.

Speaker speaker\_1: I told this brother. I told this brother so they, they take money for... Th- their child's money for Medicaid.

Speaker speaker\_0: Okay, so like I said, Medicaid, that's more of taxes. So I would have her reach out to Partners Personnel specifically 'cause we only deal with benefits, like medical, dental, vision insurance, not Medicaid. That is taxes.

Speaker speaker\_1: Oh, you need... Uh, right now, I need a Medicaid card number.

Speaker speaker\_0: Um, I don't have access to a Medicaid card number.

Speaker speaker\_1: You're gonna provide this number, her Medicaid number?

Speaker speaker\_0: No, sir. I stated I don't have access to that information.

Speaker speaker\_1: Okay, thank you, brother.

Speaker speaker\_0: You're welcome. You have a great day, okay?