Transcript: Justin Mills-6342186963615744-6433921962131456

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? Yes, sir. I need to get some, uh, benefit cards sent to me to my address, or my dad's address. Okay. What's the staffing agency you work for? Morales. I already set up the... Everything I wanted in, in it, but they just told me to call back the 6th to get cards sent to me. Okay. Let's see here. So Morales and the last four of your Social? 8454. And what was your first and last name? Justin Anderson. And for security purposes, can you verify your home address, including city, state and zip code, Justin? 2371 North 26th Street, Lafayette, Te-, uh, Indiana, 47904. And your date of birth? 8/26/1992. And a good telephone number have is 217-772-1581. Yes, that's my dad's. That's fine. And the email have is penderson.8563@gmail? Yes. That's his... I don't have a Gmail. Okay. So let's see here. So looking at the calendar. I'm still here. Yeah, I do see it. I'm sorry. Go ahead. Okay. Yeah. Um, so looking at the calendar, we're waiting on Morales to send over that first payroll deduction on you for you to actually become active in the coverage. Um, but what I'll go ahead and do, just to be on the safe side, I'll go ahead and email the insurance carrier just to go ahead and put in that request. So once Morales does send over that deduction, you'll become active and then you'll have to request for the ID cards to be sent out. Um, but let's see. I do know that you will receive a dental ID card, your MEC TeleRx card, so- What's that? I'll go ahead and put in... That's for the preventative healthcare services. So it is a- Like if I go to the doctor or something? Yes, sir. Oh, okay. Um, so then I'll put in a request for your vision card and then your medical, other medical card that covers hospitals, doctors and medications. Um- Okay. But do you mind if I place you on a brief hold while I do all of that for you? Yes, sir. Thank you. You're welcome. Hello, Justin, are you still there? Yes, sir. Awesome. Thank you so much for holding. So looks like unfortunately I wouldn't be able to put in a request right now since you aren't currently active in the coverage just yet. Um, so I do know that once Morales sends over those deductions on, on you, um, we can go ahead and put in that request for you, uh, because the insurance carrier, APL, they require a policy number in order to put in a request for a physical ID card. Um, that was for your medical. Um, but as of right now, unfortunately I wouldn't be able to do anything right now since you're not currently active. Um, but have you received your first paycheck through Morales? Is that right? I've been there s-, I've been there for five months. For five months? Okay. You just got enrolled back on the 23rd. Pending enrollments take one to two weeks to go through. So give me a second, let me see what's going on. One, two... Okay. Hire date. Okay. Um, so what, let me... What I'll go ahead and do, I'll reach out to my back office, um, and verify when you will become active because it has been the pending enrollment process, the one to two weeks. You're supposed to comm- become active as of today, but we haven't received those deductions. Um, so like I said, let me reach out to my back office, have them confirm when the

deductions will be received and then I can reach back out to you, uh, regarding a start date. Okay. Appreciate it. You're welcome. But other than that, Justin, is there anything else that I can assist with today? No. Just need those cards. Awesome. Well, like I said, once I do receive word back from my back office, I'll give you a call back. Okay, Justin? Thank you. You're welcome. You have a great day, all right? All right. You too. Bye. All right. Bye-bye.

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: Yes, sir. I need to get some, uh, benefit cards sent to me to my address, or my dad's address.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: Morales. I already set up the... Everything I wanted in, in it, but they just told me to call back the 6th to get cards sent to me.

Speaker speaker_1: Okay. Let's see here. So Morales and the last four of your Social?

Speaker speaker_2: 8454.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Justin Anderson.

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

Speaker speaker_2: 2371 North 26th Street, Lafayette, Te-, uh, Indiana, 47904.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 8/26/1992.

Speaker speaker_1: And a good telephone number have is 217-772-1581.

Speaker speaker_2: Yes, that's my dad's. That's fine.

Speaker speaker_1: And the email have is penderson.8563@gmail?

Speaker speaker_2: Yes. That's his... I don't have a Gmail.

Speaker speaker_1: Okay. So let's see here. So looking at the calendar.

Speaker speaker_2: I'm still here.

Speaker speaker_1: Yeah, I do see it.

Speaker speaker_2: I'm sorry. Go ahead. Okay.

Speaker speaker_1: Yeah. Um, so looking at the calendar, we're waiting on Morales to send over that first payroll deduction on you for you to actually become active in the coverage. Um, but what I'll go ahead and do, just to be on the safe side, I'll go ahead and email the insurance carrier just to go ahead and put in that request. So once Morales does send over that deduction, you'll become active and then you'll have to request for the ID cards to be sent out. Um, but let's see. I do know that you will receive a dental ID card, your MEC TeleRx card, so-

Speaker speaker_2: What's that?

Speaker speaker_1: I'll go ahead and put in... That's for the preventative healthcare services. So it is a-

Speaker speaker_2: Like if I go to the doctor or something?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Um, so then I'll put in a request for your vision card and then your medical, other medical card that covers hospitals, doctors and medications. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: But do you mind if I place you on a brief hold while I do all of that for you?

Speaker speaker_2: Yes, sir. Thank you.

Speaker speaker_1: You're welcome. Hello, Justin, are you still there?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Awesome. Thank you so much for holding. So looks like unfortunately I wouldn't be able to put in a request right now since you aren't currently active in the coverage just yet. Um, so I do know that once Morales sends over those deductions on, on you, um, we can go ahead and put in that request for you, uh, because the insurance carrier, APL, they require a policy number in order to put in a request for a physical ID card. Um, that was for your medical. Um, but as of right now, unfortunately I wouldn't be able to do anything right now since you're not currently active. Um, but have you received your first paycheck through Morales? Is that right?

Speaker speaker_2: I've been there s-, I've been there for five months.

Speaker speaker_1: For five months? Okay. You just got enrolled back on the 23rd. Pending enrollments take one to two weeks to go through. So give me a second, let me see what's going on. One, two... Okay. Hire date. Okay. Um, so what, let me... What I'll go ahead and do, I'll reach out to my back office, um, and verify when you will become active because it has been the pending enrollment process, the one to two weeks. You're supposed to comm- become active as of today, but we haven't received those deductions. Um, so like I said, let me reach out to my back office, have them confirm when the deductions will be received and

then I can reach back out to you, uh, regarding a start date.

Speaker speaker_2: Okay. Appreciate it.

Speaker speaker_1: You're welcome. But other than that, Justin, is there anything else that I can assist with today?

Speaker speaker_2: No. Just need those cards.

Speaker speaker_1: Awesome. Well, like I said, once I do receive word back from my back office, I'll give you a call back. Okay, Justin?

Speaker speaker_2: Thank you.

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

Speaker speaker_2: All right. You too. Bye.

Speaker speaker_1: All right. Bye-bye.