

Transcript: Justin

Mills-6418519301865472-6621439041519616

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hello. This is he. I was calling, uh, about my health insurance, my health insurance part. Okay. What's the staffing agency you work for? MAE Group. And the last four of your Social? 96 00:00:24,006 -- 00:00:24,000 And for security purposes, could you verify your home address, including city, state and zip code, Eric? 2231 Western Way 0906. Can you confirm your date of birth? July of 1994. And a good telephone number have as 706-627-7071? Yes. And the email I have is bernard222222299 at yahoo? 62299 at yahoo.com. Okay. Um, so looking at the file, it looks like you're not currently enrolled in anything. Um, however, you submitted a document back on March 27th where you declined the coverage. So, you weren't enrolled into anything. Yes, that's why I called. Did you recently submit a document? Yes. I'm at another job, so, uh, I had wanted to sign up, like, uh, get my health insurance. Okay. Um, when did you start that new assignment? Last week, uh, Friday. Last Friday? Okay. Yes. Okay. This-Hello? I can't hear you now. Okay. 'Cause looking at the file, the only reason why I asked that is because there's two hire dates on file, one from 2018 and then one from April of 2024. So, we don't have your most recent hire date on you just yet. So, what I have to do to cover my tracks, I have to email my back office, have them do an eligibility review on you. And then once I do receive word back from our back office, I can give you a call back letting you know the response. Okay. Okay. Um, but is there, uh, is that 706-627-7071 a good call back number for you? Yes. Okay. So, like I said, I'll reach out to my back office, have them do an eligibility review on you. And then once I do receive word back from my back office, I'll give you a call back. Okay, Eric? Okay. I got a question. Yes, sir. So, I know I was on dual employ when I was at Tesla. I'm at Jeopardy! right now 'cause I had left, uh, Tesla and got transferred to Jeopardy! out there in Waynesboro. So, that's when I had signed up for my health insurance. Yes, sir. Um, so the back office will determine that once they do the eligibility review, um, because they'll go into the system, see where you, if you were transferred over, start a new assignment from there. Um, but like I said, we won't know anything until I receive word back from my back office. Okay? Okay. Where would that be? Um, now I don't know my back office's schedule. However, I do know it takes between 24 to 48 hours to receive word back from my back office. But like I said, once I do receive word back, I will give you that call back. Okay, Eric? Okay. All right. Well, is there anything else I could help you out with today? That's it. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day. Okay? Okay. All right. Bye-bye. Bye.

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: Hello. This is he. I was calling, uh, about my health insurance, my health insurance part.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: MAE Group.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 96 00:00:24,006 -- 00:00:24,000

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

Speaker speaker_1: 2231 Western Way 0906.

Speaker speaker_0: Can you confirm your date of birth?

Speaker speaker_1: July of 1994.

Speaker speaker_0: And a good telephone number have as 706-627-7071?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is bernard222222299 at yahoo?

Speaker speaker_1: 62299 at yahoo.com.

Speaker speaker_0: Okay. Um, so looking at the file, it looks like you're not currently enrolled in anything. Um, however, you submitted a document back on March 27th where you declined the coverage. So, you weren't enrolled into anything.

Speaker speaker_1: Yes, that's why I called.

Speaker speaker_0: Did you recently submit a document?

Speaker speaker_1: Yes. I'm at another job, so, uh, I had wanted to sign up, like, uh, get my health insurance.

Speaker speaker_0: Okay. Um, when did you start that new assignment?

Speaker speaker_1: Last week, uh, Friday.

Speaker speaker_0: Last Friday? Okay.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. This-

Speaker speaker_1: Hello? I can't hear you now.

Speaker speaker_0: Okay. 'Cause looking at the file, the only reason why I asked that is because there's two hire dates on file, one from 2018 and then one from April of 2024. So, we don't have your most recent hire date on you just yet. So, what I have to do to cover my tracks, I have to email my back office, have them do an eligibility review on you. And then once I do receive word back from our back office, I can give you a call back letting you know the response.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, but is there, uh, is that 706-627-7071 a good call back number for you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, like I said, I'll reach out to my back office, have them do an eligibility review on you. And then once I do receive word back from my back office, I'll give you a call back. Okay, Eric?

Speaker speaker_1: Okay. I got a question.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: So, I know I was on dual employ when I was at Tesla. I'm at Jeopardy! right now 'cause I had left, uh, Tesla and got transferred to Jeopardy! out there in Waynesboro. So, that's when I had signed up for my health insurance.

Speaker speaker_0: Yes, sir. Um, so the back office will determine that once they do the eligibility review, um, because they'll go into the system, see where you, if you were transferred over, start a new assignment from there. Um, but like I said, we won't know anything until I receive word back from my back office. Okay?

Speaker speaker_1: Okay. Where would that be?

Speaker speaker_0: Um, now I don't know my back office's schedule. However, I do know it takes between 24 to 48 hours to receive word back from my back office. But like I said, once I do receive word back, I will give you that call back. Okay, Eric?

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Well, is there anything else I could help you out with today?

Speaker speaker_1: That's it.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye.