

Transcript: Justin

Mills-6532260237721600-6732381487415296

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, yes, sir. Uh, this is David Kelly. Um, I work with MAU, and I have insurance through y'all guys. Um, my, uh... I, I, I left the job and came back, and I started on the 25th of last week. And I was just checking to see when my insurance kicks in again. Um, yeah. Let me check on that for you. Uh, MAU, you said? Yes, sir. And what's the last four of your social? 6093. And for- I can't hear you. ... security purposes, can you s- verify your home address, including city, state and zip code? 757 Kingsville Valley Drive, Moore, South Carolina 29369. And your date of birth? 11/1/62. And a good telephone number I have is 864-597-9631. Yes, sir. And the email I have is dkelley2123@bellsouth.net? That's right. Um, so let me see here. Uh, I had, I had gotten the extension for the insurance, and I think it ran out. However, I've gone back to work at the same place, and I started last week on the 25th. And I, I ha- I had already signed up for the same insurance and everything. Okay. So let's see here. And what was your last day of assignment, of the last assignment before you came back? Oh, goodness. It was in December. Um, let me check. I am not sure. It was... Okay. I think I started the other job December 2nd. That was, um... Just can't remember. I can't remember. Okay. No worries. No, that's- Um, so let's see. So I could pretty much reinstate the same coverage that you had before. There's just a pending enrollment process that goes along with that. However, I- Okay. ... may need to reach out to my, um, back office to confirm everything. Okay. And then once I do reach... Or once I do receive word back from my back office, I can give you a call back. 'Cause from note history, um, there was an outbound back on the 26th of February where we were, you were missing dependent information. But there was a, uh, an email from the back office stating that you were no longer on assignment, but you just stated that you just came back. So I'm gonna have to confirm everything with the back office again, and then possibly reinstate- Yeah. ... coverage for you. Yeah. Like, I, I had already left, but I was still getting the extended insurance, like, uh... Mm-hmm. Yeah, the Cobra coverage? Yeah. Yes. Yeah. I- Okay. Well, yeah. I was getting it through y'all guys. Oh, so you're making direct payments. So yeah, I, I see that. Yes. Yes, sir. Yes. It was 61.08, and I think they said my last time I could do a fini- finish that was last week, so. Okay. Um, so like I said, let me reach out to my back office, um, confirm everything with them. And then once I do receive word back, I can give you a call back. Okay, Mr. Kelly? Okay. So there's a possibility we could just, it just keep going the way it is? Yes, sir. Possibly reinstating it. Yes, sir. Okay. That'd be great. Okay. Thank you. You're welcome. Yeah. When would you get back with me in the next couple hours or so? Um, now I don't know my back office schedule. So like I said, once I do receive word back, I can just give you a call back. Okay? Okay. Uh, I guess, you know, I might be at work on a second shift so you could leave a voice message, whatever you'd like to do. Okay. Yes, sir. If I'm unable to reach out, definitely leave... If I can't get ahold of you yet. Okay. I appreciate it.

Thanks, sir. You're welcome. You have a great day, okay? Yeah. You too. All right.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Uh, yes, sir. Uh, this is David Kelly. Um, I work with MAU, and I have insurance through y'all guys. Um, my, uh... I, I, I left the job and came back, and I started on the 25th of last week. And I was just checking to see when my insurance kicks in again.

Speaker speaker_0: Um, yeah. Let me check on that for you. Uh, MAU, you said?

Speaker speaker_1: Yes, sir.

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

Speaker speaker_1: 6093.

Speaker speaker_0: And for-

Speaker speaker_1: I can't hear you.

Speaker speaker_0: ... security purposes, can you s- verify your home address, including city, state and zip code?

Speaker speaker_1: 757 Kingsville Valley Drive, Moore, South Carolina 29369.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 11/1/62.

Speaker speaker_0: And a good telephone number I have is 864-597-9631.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is dkelley2123@bellsouth.net?

Speaker speaker_1: That's right.

Speaker speaker_0: Um, so let me see here.

Speaker speaker_1: Uh, I had, I had gotten the extension for the insurance, and I think it ran out. However, I've gone back to work at the same place, and I started last week on the 25th. And I, I ha- I had already signed up for the same insurance and everything.

Speaker speaker_0: Okay. So let's see here. And what was your last day of assignment, of the last assignment before you came back?

Speaker speaker_1: Oh, goodness. It was in December. Um, let me check. I am not sure. It was... Okay. I think I started the other job December 2nd. That was, um... Just can't remember. I can't remember.

Speaker speaker_0: Okay. No worries.

Speaker speaker_1: No, that's-

Speaker speaker_0: Um, so let's see. So I could pretty much reinstate the same coverage that you had before. There's just a pending enrollment process that goes along with that. However, I-

Speaker speaker_1: Okay.

Speaker speaker_0: ... may need to reach out to my, um, back office to confirm everything.

Speaker speaker_1: Okay.

Speaker speaker_0: And then once I do reach... Or once I do receive word back from my back office, I can give you a call back. 'Cause from note history, um, there was an outbound back on the 26th of February where we were, you were missing dependent information. But there was a, uh, an email from the back office stating that you were no longer on assignment, but you just stated that you just came back. So I'm gonna have to confirm everything with the back office again, and then possibly reinstate-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... coverage for you.

Speaker speaker_1: Yeah. Like, I, I had already left, but I was still getting the extended insurance, like, uh...

Speaker speaker_0: Mm-hmm. Yeah, the Cobra coverage?

Speaker speaker_1: Yeah. Yes. Yeah. I-

Speaker speaker_0: Okay.

Speaker speaker_1: Well, yeah. I was getting it through y'all guys.

Speaker speaker_0: Oh, so you're making direct payments. So yeah, I, I see that.

Speaker speaker_1: Yes.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Yes. It was 61.08, and I think they said my last time I could do a finish that was last week, so.

Speaker speaker_0: Okay. Um, so like I said, let me reach out to my back office, um, confirm everything with them. And then once I do receive word back, I can give you a call back. Okay, Mr. Kelly?

Speaker speaker_1: Okay. So there's a possibility we could just, it just keep going the way it is?

Speaker speaker_0: Yes, sir. Possibly reinstating it. Yes, sir.

Speaker speaker_1: Okay. That'd be great. Okay. Thank you.

Speaker speaker_0: You're welcome. Yeah.

Speaker speaker_1: When would you get back with me in the next couple hours or so?

Speaker speaker_0: Um, now I don't know my back office schedule. So like I said, once I do receive word back, I can just give you a call back. Okay?

Speaker speaker_1: Okay. Uh, I guess, you know, I might be at work on a second shift so you could leave a voice message, whatever you'd like to do.

Speaker speaker_0: Okay. Yes, sir. If I'm unable to reach out, definitely leave...

Speaker speaker_1: If I can't get ahold of you yet. Okay. I appreciate it. Thanks, sir.

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

Speaker speaker_1: Yeah. You too.

Speaker speaker_0: All right.