

Transcript: Justin

Mills-6601130556309504-6341711327182848

Full Transcript

Thank you for calling Benefits In A Cart. This is Justin. How can I help you today? Yeah, my name is John. I have, uh, I have ins- ins- insurance coverage with you guys, but I have not received my card, and I really need it. Um, okay. What's the staffing agency you work for? Uh, DDC. And I'll ask for your social. 5576. And what was your last name, John? Ron, R-U-O-N. And for security purposes, could you verify your home address, including city, state and zip code? Uh, 909 Oak Street, Lesbiene, North Dakota, 580544. Yeah. And confirm your date of birth? 5381. And a good telephone number have as 712-577-2504? Yes. And the email I have is your last name first name zero @gmail.com? Yes. Okay. Um, let's see here. So looking at the file, it looks like you declined the enrollment. When did you start with Focus or DTC? I started DDC, uh, like, uh, I think the 31st of January. Okay. 'Cause looking at the audit tab, um, for the enrollment platform- Mm-hmm. ... it shows me you declined the, the coverage. You didn't enroll into any benefits. Hmm. I have the... Okay, I will go back to the place and let them know that this thing did not..... Yeah. Yeah, I would reach out to them and verify if anything was submitted 'cause checking my system and your file, I'm not seeing anything that was submitted. Oh, okay. The only thing I'm seeing is where you decline the coverage. Oh, okay. All right. Thank you. You're welcome. You have a great day, okay? You too. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits In A Cart. This is Justin. How can I help you today?

Speaker speaker_1: Yeah, my name is John. I have, uh, I have ins- ins- insurance coverage with you guys, but I have not received my card, and I really need it.

Speaker speaker_0: Um, okay. What's the staffing agency you work for?

Speaker speaker_1: Uh, DDC.

Speaker speaker_0: And I'll ask for your social.

Speaker speaker_1: 5576.

Speaker speaker_0: And what was your last name, John?

Speaker speaker_1: Ron, R-U-O-N.

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

Speaker speaker_1: Uh, 909 Oak Street, Lesbiene, North Dakota, 580544. Yeah.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 5381.

Speaker speaker_0: And a good telephone number have as 712-577-2504?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is your last name first name zero @gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, let's see here. So looking at the file, it looks like you declined the enrollment. When did you start with Focus or DTC?

Speaker speaker_1: I started DDC, uh, like, uh, I think the 31st of January.

Speaker speaker_0: Okay. 'Cause looking at the audit tab, um, for the enrollment platform-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... it shows me you declined the, the coverage. You didn't enroll into any benefits.

Speaker speaker_1: Hmm. I have the... Okay, I will go back to the place and let them know that this thing did not.....

Speaker speaker_0: Yeah. Yeah, I would reach out to them and verify if anything was submitted 'cause checking my system and your file, I'm not seeing anything that was submitted.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: The only thing I'm seeing is where you decline the coverage.

Speaker speaker_1: Oh, okay. All right. Thank you.

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

Speaker speaker_1: You too.

Speaker speaker_0: All right, bye-bye.