

Transcript: Justin

Mills-6718868449181696-6481105661509632

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? How you doing this? Ola. Uh, I just received your call. Was there a voicemail left by any chance? Uh, yes. I can't really understand it like that. Hold on! Uh, so there was pro- Let me just- So there was probably an outbound call to you regarding an enrollment form we received from your employer. We just wanted to confirm if you wanted health insurance through them or not. You said do I want to get health insurance through y'all? Through that employer that you're working with, correct? Oh, yes. Okay, so let me try pulling your file. What's that staffing agency you work for? Uh... Let me look at that card. I mean, you said what kind... What type of staffing agency I work for? Yeah. What's the staffing agency you work for? Uh, HSS, Hospital... Hospitality Staffing Solutions. And the last four of your Social? 5266. And for security purposes, could you verify your home address, including city, state and zip code? Uh, it's Baltimore, Maryland, 21205. Home address? 2643 Barrow Avenue. And your date of birth? 5/04/2006. And a good telephone number have is 443-683-7885. Yes. My email have is ola33334 at gmail. Yes. Okay, so looking at the file, it looks like there was an outbound call to regarding an enrollment form we received from HSS. Looks like you put down all of the medical plans, when technically you're only allowed to choose one of them. Uh-huh. So we were just reaching out confirming which medical plan you wanted. Um, but it looks like the rep that made that outbound call already enrolled you into coverage. Um, you have the VIP Standard, which covers hospitals, doctors and medications, dental, and the MEC TeleRx, which covers preventative healthcare services. So, you do have a pending enrollment for benefits offered through HSS. Oh, okay. Yeah. Um, is there anything else I can assist you with today? Uh, no, that's all. 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 Card. This is Justin. How can I help you today?

Speaker speaker_1: How you doing this? Ola. Uh, I just received your call.

Speaker speaker_0: Was there a voicemail left by any chance?

Speaker speaker_1: Uh, yes. I can't really understand it like that. Hold on!

Speaker speaker_0: Uh, so there was pro-

Speaker speaker_1: Let me just-

Speaker speaker_0: So there was probably an outbound call to you regarding an enrollment form we received from your employer. We just wanted to confirm if you wanted health insurance through them or not. You said do I want to get health insurance through y'all? Through that employer that you're working with, correct? Oh, yes. Okay, so let me try pulling your file. What's that staffing agency you work for? Uh... Let me look at that card. I mean, you said what kind... What type of staffing agency I work for? Yeah. What's the staffing agency you work for? Uh, HSS, Hospital... Hospitality Staffing Solutions. And the last four of your Social? 5266. And for security purposes, could you verify your home address, including city, state and zip code? Uh, it's Baltimore, Maryland, 21205. Home address? 2643 Barrow Avenue. And your date of birth? 5/04/2006. And a good telephone number have is 443-683-7885. Yes. My email have is ola33334 at gmail. Yes. Okay, so looking at the file, it looks like there was an outbound call to regarding an enrollment form we received from HSS. Looks like you put down all of the medical plans, when technically you're only allowed to choose one of them. Uh-huh. So we were just reaching out confirming which medical plan you wanted. Um, but it looks like the rep that made that outbound call already enrolled you into coverage. Um, you have the VIP Standard, which covers hospitals, doctors and medications, dental, and the MEC TeleRx, which covers preventative healthcare services. So, you do have a pending enrollment for benefits offered through HSS. Oh, okay. Yeah. Um, is there anything else I can assist you with today? Uh, no, that's all. Thank you. You're welcome. You have a great day, okay? You too. All right, bye-bye.