

Transcript: Pearl

Rojas-4716342018523136-6339854286143488

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who is speaking with? Uh, yes, ma'am. My name is Stephen Knotts, K-n-o-t-t-s. And how can I assist you? Okay, so I got a... I'm employed through ManCan in Marietta, Ohio. Um, and they called me and told me that, uh, my job assignment through them wants me to have my back looked at, but I do not have insurance, so they gave me this, your guys's number. Okay. Well, and you said you're working for ManCan. What are the last 40 digits of your Social? 8966. Okay. And if you can confirm your address and date of birth? Uh, 205 Third Street, Lot 4, Beverly, Ohio. And then date of birth is 3/31/88. Okay, I have a different address on file. What do you have? Like, I'm not able to tell you. I just can tell you that it's a different one. Like, 'cause I put down on my paperwork as to... the... I've got my mom's address up there, possibly 103 Dye Circle. Okay. Yep, that's the one. And you said your new address is 205 Third Street? Yes, ma'am. I'm sorry. Did I hear you say a lot number? Yes, ma'am. Lot number four. All righty. May I have your phone number that's 740-336-9200? No, ma'am. Wow, that's old information. Okay. Uh, phone number is 740-516-8371. They did not update any of that. No problem. I have your email address as stvnknotts@gmail.com. Yes. So... When did you start working with ManCan? The most recent time. Uh, it would... Oh, it would have been about a week ago. Yeah. That means that you haven't received your first paycheck yet. I'm sorry? You haven't received your first paycheck yet? No, I have not received my first paycheck yet. Okay. So at the moment, we have an old hire date on file for you. What I'm gonna do before I can enroll you is have my main office perform what's called an eligibility review. Okay. And all this is, is my main office confirming with your staffing agency, um, your most recent hire date so we can confirm that you're eligible still. Okay. This process usually takes about 24 to 48 hours. And as soon as they let me know whether you're eligible or not, I'll give you a call back and we can enroll you from there. Okay. I'm gonna send you a copy of the benefit guide. That's gonna show you the plans that are offered, what they cover, and how much they cover of each service, and how much they cost you a week. Okay. Um- Okay? That guide is gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check a spam or junk folder. Okay. Do you have any questions? Um, I would like to get, um, my back looked at as soon as I can so I can go back on... go back to work, like, when I'm supposed to. Um, can... Is there any way to speed up the process of getting, getting taken care of? Uh, words are not my friend this morning, so it's... Of course. Um, so unfortunately not. That does... That is the time frame that it takes to get the review done. And then- Okay. ... even from there, if we were to enroll you today, say the review came back super quick today and I... we were able to enroll you- Mm-hmm. ... it still takes one to two weeks for the deductions to start. And then after that, the following Monday you become active. So it's still- Okay. ... you

know, a little bit of time. Okay. Sounds good. I, I will have to deal with the process. All right. Uh, did you have any other questions? No, that'll be it, sweetie. Thank you. Thank you for calling. You have a great day. Uh-huh. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who is speaking with?

Speaker speaker_2: Uh, yes, ma'am. My name is Stephen Knotts, K-n-o-t-t-s.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Okay, so I got a... I'm employed through ManCan in Marietta, Ohio. Um, and they called me and told me that, uh, my job assignment through them wants me to have my back looked at, but I do not have insurance, so they gave me this, your guys's number.

Speaker speaker_1: Okay. Well, and you said you're working for ManCan. What are the last 40 digits of your Social?

Speaker speaker_2: 8966.

Speaker speaker_1: Okay. And if you can confirm your address and date of birth?

Speaker speaker_2: Uh, 205 Third Street, Lot 4, Beverly, Ohio. And then date of birth is 3/31/'88.

Speaker speaker_1: Okay, I have a different address on file.

Speaker speaker_2: What do you have?

Speaker speaker_1: Like, I'm not able to tell you. I just can tell you that it's a different one.

Speaker speaker_2: Like, 'cause I put down on my paperwork as to... the... I've got my mom's address up there, possibly 103 Dye Circle.

Speaker speaker_1: Okay. Yep, that's the one. And you said your new address is 205 Third Street?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: I'm sorry. Did I hear you say a lot number?

Speaker speaker_2: Yes, ma'am. Lot number four.

Speaker speaker_1: All righty. May I have your phone number that's 740-336-9200?

Speaker speaker_2: No, ma'am. Wow, that's old information. Okay. Uh, phone number is 740-516-8371. They did not update any of that.

Speaker speaker_1: No problem. I have your email address as stvnknots@gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_1: So... When did you start working with ManCan? The most recent time.

Speaker speaker_2: Uh, it would... Oh, it would have been about a week ago. Yeah.

Speaker speaker_1: That means that you haven't received your first paycheck yet.

Speaker speaker_2: I'm sorry?

Speaker speaker_1: You haven't received your first paycheck yet?

Speaker speaker_2: No, I have not received my first paycheck yet.

Speaker speaker_1: Okay. So at the moment, we have an old hire date on file for you. What I'm gonna do before I can enroll you is have my main office perform what's called an eligibility review.

Speaker speaker_2: Okay.

Speaker speaker_1: And all this is, is my main office confirming with your staffing agency, um, your most recent hire date so we can confirm that you're eligible still.

Speaker speaker_2: Okay.

Speaker speaker_1: This process usually takes about 24 to 48 hours. And as soon as they let me know whether you're eligible or not, I'll give you a call back and we can enroll you from there.

Speaker speaker_2: Okay.

Speaker speaker_1: I'm gonna send you a copy of the benefit guide. That's gonna show you the plans that are offered, what they cover, and how much they cover of each service, and how much they cost you a week.

Speaker speaker_2: Okay. Um-

Speaker speaker_1: Okay? That guide is gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check a spam or junk folder.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you have any questions?

Speaker speaker_2: Um, I would like to get, um, my back looked at as soon as I can so I can go back on... go back to work, like, when I'm supposed to. Um, can... Is there any way to speed up the process of getting, getting taken care of? Uh, words are not my friend this morning, so it's...

Speaker speaker_1: Of course. Um, so unfortunately not. That does... That is the time frame that it takes to get the review done. And then-

Speaker speaker_2: Okay.

Speaker speaker_1: ... even from there, if we were to enroll you today, say the review came back super quick today and I... we were able to enroll you-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... it still takes one to two weeks for the deductions to start. And then after that, the following Monday you become active. So it's still-

Speaker speaker_2: Okay.

Speaker speaker_1: ... you know, a little bit of time.

Speaker speaker_2: Okay. Sounds good. I, I will have to deal with the process.

Speaker speaker_1: All right. Uh, did you have any other questions?

Speaker speaker_2: No, that'll be it, sweetie. Thank you.

Speaker speaker_1: Thank you for calling. You have a great day.

Speaker speaker_2: Uh-huh. You too. Bye-bye.