

Transcript: Chris Sofield

(deactivated)-4889080162992128-6143140350443520

Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Yes, sir. I'm trying to make sure I got the right place 'cause I keep calling the wrong one. My name is Billy Person. I work for Crown Staffing, and I'm trying to get some insurance. I had insurance, free insurance through in- in- in Kentucky, and it's ending February 28th. So I went to Crown and told them. They gave me this booklet with your phone number on it. Is this where I can buy some insurance? Uh, yeah, this, this is where you can enroll in the insurance through Crown Staffing. It would come out of your paycheck every week to pay for the insurance- Okay. ... premium. Um- All right. ... now, you said that you recently... or you are about to lose insurance through your state. Yeah. Is that correct? Yeah, in, in Kentucky, sir, I was given free insurance 'cause I ain't have a job. Now I got a job, I gotta pay for my own insurance, I guess. Um, it ends February 28th. Okay. All right, let me pull your file up and, uh, see- Mm-hmm. ... see what we're able to do here. What's the last four of your Social? 56118. Okay, one moment. Mr. Person, could you verify your address and your date of birth for me? Oh, 107 Moonlight Drive, uh, Abbeville, Kentucky 42240. Date of birth, June 1st, 1975. Thank you. Phone number on file of 205-887-0626, is that correct? Yes, yes, sir. All right, and then we got an email, billyperson75@yahoo.com? Yes, sir. All right. So, what I'm gonna do, um, because you are outside of typical eligibility windows to enroll into insurance benefits, however, losing that eh- other insurance is considered a qualifying life event and can be used in as a- as an exception. We're just gonna, we're just gonna need s- uh, some documentation before we can proceed at this point. So I'm gonna send you an email, uh, j- uh, Qualifying Life Event Submission, uh, Information. This is gonna go over what kind of documentation we're gonna need. Most likely, it's gonna be some sort of, uh, some sort of letter from your- the state insurance that you, that you're losing, uh- Okay. ... that shows that you're losing that insurance, so we can use that as a... to grant an exception. Um, but I'll send you this email. Uh, give it a read through, and then whatever documents, whatever paperwork you have, send that on over to us. Follow the directions in the email I send you, and give us about a day or two to review everything, and then we'll be back in touch with you to let you know how we can proceed, okay? Okay. Yes, sir. It's gonna be a minute for that. I'm, I'm, I have to go to the, uh, food stamp office and get that, that letter 'cause I just looked in my drawer, it fell in there, so I was mad. But I'll- Gotcha. ... run down to the food stamp office and get a copy of it. Yes, sir. Yes, sir. So yeah, just whenever you can get that, just go ahead and get it. It's n- Mm-hmm. ... and just get it over to us, and then we'll look into it, see what we're able to do. All right. Thank you so much, sir. No problem. Yeah. Anything else for right now? That'll be it. All right. Thanks again for calling and have a wonderful day.

Conversation Format

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

Speaker speaker_1: Yes, sir. I'm trying to make sure I got the right place 'cause I keep calling the wrong one. My name is Billy Person. I work for Crown Staffing, and I'm trying to get some insurance. I had insurance, free insurance through in- in- in Kentucky, and it's ending February 28th. So I went to Crown and told them. They gave me this booklet with your phone number on it. Is this where I can buy some insurance?

Speaker speaker_0: Uh, yeah, this, this is where you can enroll in the insurance through Crown Staffing. It would come out of your paycheck every week to pay for the insurance-

Speaker speaker_1: Okay.

Speaker speaker_0: ... premium. Um-

Speaker speaker_1: All right.

Speaker speaker_0: ... now, you said that you recently... or you are about to lose insurance through your state.

Speaker speaker_1: Yeah.

Speaker speaker_0: Is that correct?

Speaker speaker_1: Yeah, in, in Kentucky, sir, I was given free insurance 'cause I ain't have a job. Now I got a job, I gotta pay for my own insurance, I guess. Um, it ends February 28th.

Speaker speaker_0: Okay. All right, let me pull your file up and, uh, see-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... see what we're able to do here. What's the last four of your Social?

Speaker speaker_1: 56118.

Speaker speaker_0: Okay, one moment. Mr. Person, could you verify your address and your date of birth for me?

Speaker speaker_1: Oh, 107 Moonlight Drive, uh, Abbeville, Kentucky 42240. Date of birth, June 1st, 1975.

Speaker speaker_0: Thank you. Phone number on file of 205-887-0626, is that correct?

Speaker speaker_1: Yes, yes, sir.

Speaker speaker_0: All right, and then we got an email, billyperson75@yahoo.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right. So, what I'm gonna do, um, because you are outside of typical eligibility windows to enroll into insurance benefits, however, losing that eh- other insurance is

considered a qualifying life event and can be used in as a- as an exception. We're just gonna, we're just gonna need s- uh, some documentation before we can proceed at this point. So I'm gonna send you an email, uh, j- uh, Qualifying Life Event Submission, uh, Information. This is gonna go over what kind of documentation we're gonna need. Most likely, it's gonna be some sort of, uh, some sort of letter from your- the state insurance that you, that you're losing, uh-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that shows that you're losing that insurance, so we can use that as a... to grant an exception. Um, but I'll send you this email. Uh, give it a read through, and then whatever documents, whatever paperwork you have, send that on over to us. Follow the directions in the email I send you, and give us about a day or two to review everything, and then we'll be back in touch with you to let you know how we can proceed, okay?

Speaker speaker_1: Okay. Yes, sir. It's gonna be a minute for that. I'm, I'm, I have to go to the, uh, food stamp office and get that, that letter 'cause I just looked in my drawer, it fell in there, so I was mad. But I'll-

Speaker speaker_0: Gotcha.

Speaker speaker_1: ... run down to the food stamp office and get a copy of it. Yes, sir.

Speaker speaker_0: Yes, sir. So yeah, just whenever you can get that, just go ahead and get it. It's n-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... and just get it over to us, and then we'll look into it, see what we're able to do.

Speaker speaker_1: All right. Thank you so much, sir.

Speaker speaker_0: No problem.

Speaker speaker_1: Yeah.

Speaker speaker_0: Anything else for right now?

Speaker speaker_1: That'll be it.

Speaker speaker_0: All right. Thanks again for calling and have a wonderful day.