

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Um, hello. Uh, I just talking to one girl. I just been stuck talking to one girl, and I remember something. Okay. And how, how can I help you? What, uh, what can we help you with? Uh, okay, I'm looking for insurance. Okay. What staffing company do you work with? Hospitality Staffing Solution. Thank you. HSS. Thank you, and the last four of your Social? Uh, 16... 53. And your first and last name? Um, my first name is Carl Henry Lopez. My last name is Saint Aime. Okay. It's just saying to me, could you verify your address and your date of birth, please? Uh, my address is 53 Garfield Avenue, New London, Connecticut, 06320. Okay, and your date of birth? Uh, um, September 16th, 1999. Thank you. We have a phone number on file of 204-2023, is this correct? Yeah, this is my phone number. Okay. I show it looks like, uh, when you spoke with us just a few minutes ago, it was already explained and d- and, uh, informed that you're not eligible to enroll in the insurance at this time. Okay. So, um, um, I remember that you asking me if I have another insurance. Y- yes. So a qualifying life event, uh, such as losing health insurance from another insurance company could be... could possibly be used to, uh, grant an exception and allow you to enroll outside of normal eligibility windows. Um, have you- Um- ... lost insurance within the last 30 days from another company? Mm-hmm. Uh, for the last 30 days, um, I was, I use, um, Medicaid. S- Okay, but have you lost that Medicaid insurance? Have you lost that benefit? Um, I have until February to lose it. You have until- The 13th- ... February- Yes, 13th. February 13th. For loss this... Yes. Okay. For loss this. Okay. So when that happens, give us a call and we, and we should be able to move forward at that point. Uh, we would need some documentation, typically some sort of letter from Medicaid stating that you no longer have the coverage. So- Oh, okay. Yeah. When, when that happens, give us the call back, and we'll see what we can do at that time. But right now, we can't do anything. Oh, okay. Okay. So when the, when the, when I... so I need to wait until I lost my Medicare, and then call you? You can fix it that for me? It... y- wait until y- it's... So the loss of the benefits is the, is the event. We have to wait for the event to happen before we can use it to grant any exceptions or, or review anything. So yes, you have to wait until that happens and then call us back, and we can set up whatever processes we need to at that point. Right now, we cannot do anything. Oh, okay. Okay. So if I call you after February 13th, so that would be... I can have benefit? S- well, we have to review documentation regarding the qualifying life event to be able to, to see if it's approved or not. So I cannot guarantee anything. The only thing I can guarantee you is that we can't look into anything until that happens. Oh, okay. Okay. Okay. So- So, yeah, so just, just all you need to do is just wait and call us when, i- if you lose that other benefit. Okay? That's, that's all you need to do. Okay. So can I ask you one more question? Yes, sir. Uh, what type of, what type of benefit that you give, uh, that you, you can give me? It, it depends

on what, it depends on what you lose, sir. So that's why I said, I can't tell you anything until it happens. Oh, okay. Okay. Okay. Okay. Okay, sir. No problem. All right. Anything else? No. Thank you. May I have your name, please? My name is Chris. Chris? Yes. Okay. Thank you, sir. All right. You're welcome. Thanks again for calling and have a good day. Thank you. You have a good day. Bye now. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker_2: Um, hello. Uh, I just talking to one girl. I just been stuck talking to one girl, and I remember something.

Speaker speaker_1: Okay. And how, how can I help you? What, uh, what can we help you with?

Speaker speaker_2: Uh, okay, I'm looking for insurance.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Hospitality Staffing Solution.

Speaker speaker_1: Thank you.

Speaker speaker_2: HSS.

Speaker speaker_1: Thank you, and the last four of your Social?

Speaker speaker_2: Uh, 16... 53.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Um, my first name is Carl Henry Lopez. My last name is Saint Aime.

Speaker speaker_1: Okay. It's just saying to me, could you verify your address and your date of birth, please?

Speaker speaker_2: Uh, my address is 53 Garfield Avenue, New London, Connecticut, 06320.

Speaker speaker_1: Okay, and your date of birth?

Speaker speaker_2: Uh, um, September 16th, 1999.

Speaker speaker_1: Thank you. We have a phone number on file of 204-2023, is this correct?

Speaker speaker_2: Yeah, this is my phone number.

Speaker speaker_1: Okay. I show it looks like, uh, when you spoke with us just a few minutes ago, it was already explained and d- and, uh, informed that you're not eligible to enroll in the insurance at this time.

Speaker speaker_2: Okay. So, um, um, I remember that you asking me if I have another insurance.

Speaker speaker_1: Y- yes. So a qualifying life event, uh, such as losing health insurance from another insurance company could be... could possibly be used to, uh, grant an exception and allow you to enroll outside of normal eligibility windows. Um, have you-

Speaker speaker_2: Um-

Speaker speaker_1: ... lost insurance within the last 30 days from another company?

Speaker speaker_2: Mm-hmm. Uh, for the last 30 days, um, I was, I use, um, Medicaid.

Speaker speaker_1: S- Okay, but have you lost that Medicaid insurance? Have you lost that benefit?

Speaker speaker_2: Um, I have until February to lose it.

Speaker speaker_1: You have until-

Speaker speaker_2: The 13th-

Speaker speaker_1: ... February-

Speaker speaker_2: Yes, 13th.

Speaker speaker_1: February 13th.

Speaker speaker_2: For loss this... Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: For loss this.

Speaker speaker_1: Okay. So when that happens, give us a call and we, and we should be able to move forward at that point. Uh, we would need some documentation, typically some sort of letter from Medicaid stating that you no longer have the coverage. So-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Yeah. When, when that happens, give us the call back, and we'll see what we can do at that time. But right now, we can't do anything.

Speaker speaker_2: Oh, okay. Okay. So when the, when the, when I... so I need to wait until I lost my Medicare, and then call you? You can fix it that for me?

Speaker speaker_1: It... y- wait until y- it's... So the loss of the benefits is the, is the event. We have to wait for the event to happen before we can use it to grant any exceptions or, or review anything. So yes, you have to wait until that happens and then call us back, and we can set up whatever processes we need to at that point. Right now, we cannot do anything.

Speaker speaker_2: Oh, okay. Okay. So if I call you after February 13th, so that would be... I can have benefit?

Speaker speaker_1: S- well, we have to review documentation regarding the qualifying life event to be able to, to see if it's approved or not. So I cannot guarantee anything. The only thing I can guarantee you is that we can't look into anything until that happens.

Speaker speaker_2: Oh, okay. Okay. Okay. So-

Speaker speaker_1: So, yeah, so just, just all you need to do is just wait and call us when, i- if you lose that other benefit. Okay? That's, that's all you need to do.

Speaker speaker_2: Okay. So can I ask you one more question?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Uh, what type of, what type of benefit that you give, uh, that you, you can give me?

Speaker speaker_1: It, it depends on what, it depends on what you lose, sir. So that's why I said, I can't tell you anything until it happens.

Speaker speaker_2: Oh, okay. Okay. Okay. Okay. Okay, sir. No problem.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: No. Thank you. May I have your name, please?

Speaker speaker_1: My name is Chris.

Speaker speaker_2: Chris?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. Thank you, sir.

Speaker speaker_1: All right. You're welcome. Thanks again for calling and have a good day.

Speaker speaker_2: Thank you. You have a good day.

Speaker speaker_1: Bye now.

Speaker speaker_2: Bye.