

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 on a Card, this is Chris. How can I help you today? Um, hi, Chris. Um, yes, um, uh, uh, I am a, um, employee of AmeriStaff and in, uh, Martinsville, Virginia and I wanted to sign up for the basic insurance right now. Okay. What's the last four of your Social so I can locate your file? Um, 8438. And your first and last name? Rebecca Powell. Thank you. Ms. Powell, could you verify your address and date of birth, please? Um, 557 Fellowship Drive, Martinsville, Virginia, 24112, and date of birth 4/17/1969. Thank you. Phone on file of 276-252-3462? Correct. Okay. Okay, and then, let's see here. All right, so quick question. Our, um, our system shows, uh, the only hire date that we have on file was from, uh, December of last year. Have you been consistently working with AmeriStaff since then or have you left them and come back? No, I've been there. I'm still there now. Yeah. Okay. So unfortunately because it's not open enrollment and you're well outside of your new hire window, which would only have been the first 30 days after your first check, um, the only way for you to enroll into anything at this time would be is- if you've had a qualifying life event, specifically in this case something like losing insurance coverage from another insurance company, um, in order to enroll into any plans here. Oh, well, I lost insurance in August, so... That, unfortunately- I never even filed... Yeah, unfortunately that's gonna be a little too far back. We would've had to have been within the last 30 days. So, the only other thing to do would be to wait until AmeriStaff's open enrollment, which they typically hold in June. Okay. All right, then. All right. Anything else? No, I think that's it. All right- I appreciate it. ... then well, that's every- You're welcome, and thanks for calling and have a good day.

Conversation Format

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

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

Speaker speaker_2: Um, hi, Chris. Um, yes, um, uh, uh, I am a, um, employee of AmeriStaff and in, uh, Martinsville, Virginia and I wanted to sign up for the basic insurance right now.

Speaker speaker_1: Okay. What's the last four of your Social so I can locate your file?

Speaker speaker_2: Um, 8438.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Rebecca Powell.

Speaker speaker_1: Thank you. Ms. Powell, could you verify your address and date of birth, please?

Speaker speaker_2: Um, 557 Fellowship Drive, Martinsville, Virginia, 24112, and date of birth 4/17/1969.

Speaker speaker_1: Thank you. Phone on file of 276-252-3462?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Okay, and then, let's see here. All right, so quick question. Our, um, our system shows, uh, the only hire date that we have on file was from, uh, December of last year. Have you been consistently working with AmeriStaff since then or have you left them and come back?

Speaker speaker_2: No, I've been there. I'm still there now. Yeah.

Speaker speaker_1: Okay. So unfortunately because it's not open enrollment and you're well outside of your new hire window, which would only have been the first 30 days after your first check, um, the only way for you to enroll into anything at this time would be is- if you've had a qualifying life event, specifically in this case something like losing insurance coverage from another insurance company, um, in order to enroll into any plans here.

Speaker speaker_2: Oh, well, I lost insurance in August, so...

Speaker speaker_1: That, unfortunately-

Speaker speaker_2: I never even filed...

Speaker speaker_1: Yeah, unfortunately that's gonna be a little too far back. We would've had to have been within the last 30 days. So, the only other thing to do would be to wait until AmeriStaff's open enrollment, which they typically hold in June.

Speaker speaker_2: Okay. All right, then.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: No, I think that's it.

Speaker speaker_1: All right-

Speaker speaker_2: I appreciate it.

Speaker speaker_1: ... then well, that's every- You're welcome, and thanks for calling and have a good day.