

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 and a Card. This is Chris. How can I help you today? Yeah. Uh, I'm going through Surge Staffing and I work at Stanley Electric. Um, I had 30 days to get my insurance. I got cut off from Medicaid. You guys said that you would make an exception that, that I could get on insurance if I ever got cut off. And that's what I'm, I'm, I'm, I'm trying to, uh, set up a policy with you guys. Okay. What's the last four of your social so I can locate your file? Uh, 4544. And your first and last name? Steven with a B, Parsley, P-A-R-S-L-E-Y. All right, Mr. Parsley. Could you verify your address and date of birth, please? Yes. It's 87 T-O-L-A-N-D Street. That's Toland Street, and that's London, Ohio, 43140. All right. And then your date of birth? 11/11/76. Thank you. We have a phone on file 614-551-2001? Yeah, that's right. And an email steven.parsley413@gmail.com? Yes. Okay. All right. Um, yes. So loss of coverage elsewhere can be used as an exception for qualifying life event to enroll in the benefits. Um, we will need documentation regarding that li- that life event. I'm going to send you an email, uh, called a QLE submission email. This is going to go over like what kind of documentation we require. Um, once y- you send that in to us, give us 24 to 48 h- business hours to review it, and then we'll be back in touch with you to let you know how you can proceed moving forward. Okay? Damn it, man. All right. Uh, w- what is you guy's hours? We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern. Oh, man. All right. I'm going to try and call you back today because here's what happened, is I, I went to the doctor this week and they just continued me 18 things, and I pick up my medicine tomorrow, so I'm not going to be able to get my meds. Okay. So any enrollment, even if we did receive the documentation and it was re- uh, reviewed and approved today, any enrollment takes a week or two to fully process. And then you still have to wait until Surge takes the deductions out of your checks for it to become effective the following Monday after that. So, no, nothing, nothing would be in effect tomorrow. All right. Thanks, man. Have a good one. Y-

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Chris. How can I help you today?

Speaker speaker_2: Yeah. Uh, I'm going through Surge Staffing and I work at Stanley Electric. Um, I had 30 days to get my insurance. I got cut off from Medicaid. You guys said that you would make an exception that, that I could get on insurance if I ever got cut off. And

that's what I'm, I'm, I'm, I'm trying to, uh, set up a policy with you guys.

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

Speaker speaker_2: Uh, 4544.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Steven with a B, Parsley, P-A-R-S-L-E-Y.

Speaker speaker_1: All right, Mr. Parsley. Could you verify your address and date of birth, please?

Speaker speaker_2: Yes. It's 87 T-O-L-A-N-D Street. That's Toland Street, and that's London, Ohio, 43140.

Speaker speaker_1: All right. And then your date of birth?

Speaker speaker_2: 11/11/76.

Speaker speaker_1: Thank you. We have a phone on file 614-551-2001?

Speaker speaker_2: Yeah, that's right.

Speaker speaker_1: And an email steven.parsley413@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right. Um, yes. So loss of coverage elsewhere can be used as an exception for qualifying life event to enroll in the benefits. Um, we will need documentation regarding that li- that life event. I'm going to send you an email, uh, called a QLE submission email. This is going to go over like what kind of documentation we require. Um, once y- you send that in to us, give us 24 to 48 h- business hours to review it, and then we'll be back in touch with you to let you know how you can proceed moving forward. Okay?

Speaker speaker_2: Damn it, man. All right. Uh, w- what is you guy's hours?

Speaker speaker_1: We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern.

Speaker speaker_2: Oh, man. All right. I'm going to try and call you back today because here's what happened, is I, I went to the doctor this week and they just continued me 18 things, and I pick up my medicine tomorrow, so I'm not going to be able to get my meds.

Speaker speaker_1: Okay. So any enrollment, even if we did receive the documentation and it was re- uh, reviewed and approved today, any enrollment takes a week or two to fully process. And then you still have to wait until Surge takes the deductions out of your checks for it to become effective the following Monday after that. So, no, nothing, nothing would be in effect tomorrow.

Speaker speaker_2: All right. Thanks, man. Have a good one.

Speaker speaker_1: Y-