

Transcript: Chris Sofield

(deactivated)-6622798018985984-6201362305466368

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. This is Chris. How can I help you today? Yes, hi. My name is Shantay Smith and it says I'm supposed to have, uh, uh, insurance through you guys. Um, I need a policy number, uh, or something. Okay. What staffing company do you work with? Surge. And the last four of your social? 1223. Okay. All right, Ms. Smith, could you verify your address and date of birth for me, please? 2795 5th Mill Road, Apartment 3804. Uh, it's, my authority code is 30058. And you said my phone number? Your date of birth. Oh, April 30th, 1985. Okay. And then, we have a phone on file 770-912-5047. Is that correct? Correct. Okay. All right. Um... Ms. Smith, I'm not showing that you're currently enrolled in any insurance at this time. Hm, they sent me, um, a message back in, uh, on the 17th of October. Okay. Was it talking about y- automatic enrollment? Yeah. Okay. Yeah, that normally is the case. However, it looks like you- Oh, sm- ... have previously worked through... It looks like you had previously worked through Surge in the past and had been enrolled in that policy in the past and that had terminated at some point, uh, because of the existing previous enrollment, um, that did, uh, that does mean that the automatic enrollment did not happen. Uh, so no, uh, they, uh... you're not currently enrolled in any insurance through Surge staffing. I didn't, I didn't enroll in anything, um, when I was pregnant 'cause I had Medicaid then. So I, I- It's, this is... This is the same automatic enrollment that you were, that, th- like, it's, it's the same pro- uh, the same process. Well, what do I... What, what do I need to do to enroll or is there even a thing? At this time, you're not eligible to enroll unless you have a qualifying life event, which would be something like losing insurance from another insurance company in the last 30 days. I did. Okay. So in that case, then we may be able to grant an exception to enroll you moving forward. Um, however, we are going to require some documentation to review. Uh, what... Could you confirm, we have your email on file, it looks like R-A-I-Y-A-H 62011@gmail.com? Mm-hmm. All right. I will send you an e- an email going over what kind of documentation we require for qualifying life event submissions. Okay. Um, just, uh, give that, like, just give that a read through, follow the directions and send us any documentation you have. Give us four- Okay. ... to 48 business hours to review it and we'll be back in touch with you to let you know how we can proceed. Okay. All right, anything else? No, thank you. All right. Thanks for calling and have a good day. You too.

Conversation Format

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

Speaker speaker_1: This is Chris. How can I help you today?

Speaker speaker_2: Yes, hi. My name is Shantay Smith and it says I'm supposed to have, uh, uh, insurance through you guys. Um, I need a policy number, uh, or something.

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

Speaker speaker_2: Surge.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 1223.

Speaker speaker_1: Okay. All right, Ms. Smith, could you verify your address and date of birth for me, please?

Speaker speaker_2: 2795 5th Mill Road, Apartment 3804. Uh, it's, my authority code is 30058. And you said my phone number?

Speaker speaker_1: Your date of birth.

Speaker speaker_2: Oh, April 30th, 1985.

Speaker speaker_1: Okay. And then, we have a phone on file 770-912-5047. Is that correct?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. All right. Um... Ms. Smith, I'm not showing that you're currently enrolled in any insurance at this time.

Speaker speaker_2: Hm, they sent me, um, a message back in, uh, on the 17th of October.

Speaker speaker_1: Okay. Was it talking about y- automatic enrollment?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Yeah, that normally is the case. However, it looks like you-

Speaker speaker_2: Oh, sm-

Speaker speaker_1: ... have previously worked through... It looks like you had previously worked through Surge in the past and had b- been enrolled in that policy in the past and that had terminated at some point, uh, because of the existing previous enrollment, um, that did, uh, that does mean that the automatic enrollment did not happen. Uh, so no, uh, they, uh... you're not currently enrolled in any insurance through Surge staffing.

Speaker speaker_2: I didn't, I didn't enroll in anything, um, when I was pregnant 'cause I had Medicaid then. So I, I-

Speaker speaker_1: It's, this is... This is the same automatic enrollment that you were, that, th- like, it's, it's the same pro- uh, the same process.

Speaker speaker_2: Well, what do I... What, what do I need to do to enroll or is there even a thing?

Speaker speaker_1: At this time, you're not eligible to enroll unless you have a qualifying life event, which would be something like losing insurance from another insurance company in the last 30 days.

Speaker speaker_2: I did.

Speaker speaker_1: Okay. So in that case, then we may be able to grant an exception to enroll you moving forward. Um, however, we are going to require some documentation to review. Uh, what... Could you confirm, we have your email on file, it looks like R-A-I-Y-A-H 62011@gmail.com?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: All right. I will send you an e- an email going over what kind of documentation we require for qualifying life event submissions.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, just, uh, give that, like, just give that a read through, follow the directions and send us any documentation you have. Give us four-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to 48 business hours to review it and we'll be back in touch with you to let you know how we can proceed.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, anything else?

Speaker speaker_2: No, thank you.

Speaker speaker_1: All right. Thanks for calling and have a good day.

Speaker speaker_2: You too.