

Transcript: Estefania

Acevedo-5090244325588992-6711202597617664

Full Transcript

Thank you for contacting Benefits on Your Card. My name is Stephanie. How can I assist you? Hi, Stephanie. My name's Pedro Huerta. Um, I was wondering if, if you, if it's possible to get, uh, benefits? Okay, I could check. Um, what staff and agency do you work for? Apartment Personnel. Okay. And then, what are the last four of your social? 5634. Okay, thank you. For security purposes, could you verify your address and date of birth? 1122 West Lime Circle, Lemoore, California 95360. Date of birth, 9/29/1983. It's 209-626-7025, your phone number. 6626-7025? Yes, 2-9... I'm sorry. 209-626-7025? Yeah. And then is your email still Pahuerta1993@... Huerta1993? Mm-hmm. @gmail.com? Yes, yes, yes. Yes. Okay. Um, in the last... In the previous 30 days, have you experienced, like, a loss of benefit, gotten married, divorced, had a baby, or adopted? No. No? Okay. So at the moment, I wouldn't be able to enroll you into the benefits, because you are within outside of your company open enrollment period, and you're also outside of your current enrollment. Yeah, yeah, it's just, um... Only why I'm asking is because I had just gotten a letter from my MediCal saying they're gonna cancel it because I make too much. That's why I'm just trying to see about I need to get insurance. So they haven't canceled? I can stop off for them? Or, I... No, not that it's... Not at this time. If you do lose benefit- Uh-huh. ... you would have to contact us. Yeah, today's, today's the last day I have them. Oh, so today's the last day? Yeah, at the end of this month, and that's it. Okay. So I can send you a, um, document requesting, um, like, in other words, proof that you did lose benefit within the past 30 days. And then, the main office will review that to see if you are indeed eligible to enroll. But right now, I wouldn't be able to enroll you into the benefits, um, since you said that you did just suffer the loss of a benefit, um, that's considered a quality life event, and it could make you eligible to enroll, but I do have to send you those, um, documents, and you would have to forward it back to us. And then, from there, the main office will review it and let you know if you're eligible or not. Okay. Okay? Is that a good email to send that info to? Yes. Uh, how soon can you get this information back? Because I'm, I'm at work right now. I don't get off 'til early morning. So, we are open from Monday through Friday-ish. Um, so probably be like maybe Monday that, um... Okay. ... that they get back to you. In the morning? I wouldn't be able to tell you if it's gonna be Monday morning, 'cause I don't think the main office is open anymore. But, um, they will most likely review it Monday, and then, probably 24 hours from Monday. But I can go ahead and email that to you. So back after you know? Yeah, that'd be great. I can... Okay. Um, could I put you in a brief hold while I send you that information? Just so that I'm sure that you get it. Yeah, no problem. Thank you. Okay. Give me one second. Okay. Okay. I went ahead and emailed that to you. Um, it should come from an email that says info@benefitsinacar.com. So, you have to- Okay. Let me take a quick look. ... submit... So you would have to submit documents that say that you lost benefit, um, when it was in- Yeah. I, I have the, I have the letter they sent me.

Okay. So I would submit that and send it to the main office for them to review. Okay. I, I don't see anything yet. And it should come from an email that says info@benefitsinacar.com. If you don't see it, I would check your spam and your junk as well. Okay. Yeah. Not there. Damn it. Well... Is it P-A-H-U-D-O-R-T-A 1993 at gmail.com? No, it's 1983. 1983? Okay. Yes. Let me send that again. Okay. Okay. I resent it. And then... You... You... There. It says, "If you're qualifying like them..." Okay. So I just submit the letter, and that, that would be it? Yeah. So you have to submit proof that states that you lost it- All right. ... within the 30 days of the quality of life event. 'Cause they're gonna be looking mainly at that. All right. Something I would... Uh, like that letter would work. I'll go, I'm going to say- Something that shows a date. 'Cause then we're gonna mainly look for that date, to see if you're within, um, that time frame. If it's passing those 30 days, though, you wouldn't be eligible. So I would make sure that it is. So it has to be, um... Yeah. I had just gotten this letter literally within like about a week ago. So it has to, it has to... Please note that this information must be provided within 30 days of the life event, which would be considered- Okay. Yeah. No, no. I'll do it as soon as possible. Okay. So I would send that back to them, and then I'm pretty sure it won't be 'til Monday that they get back to you. 'Cause I don't think they're, they're here anymore, if I'm honest. Um, but it should be, um- All right. ... probably no later than Tuesday. But I'm sure we'll get a response on Monday. I'm pretty sure. Okay. That sounds good. Mm-hmm. Yes, sir. And then if you are eligible, then we can go ahead and proceed. But for now, you would have to do that. Okay. Okay. Yeah. I'll do that as soon as possible. Okay? All right. Well, I hope you have a great weekend. Thank you for your time. Thank you. I appreciate your help so much. You're, you're a great help. Thank you. Thank you. Have a nice day. Bye-bye. Thank you.

Conversation Format

Speaker speaker_0: Thank you for contacting Benefits on Your Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. My name's Pedro Huerta. Um, I was wondering if, if you, if it's possible to get, uh, benefits?

Speaker speaker_0: Okay, I could check. Um, what staff and agency do you work for?

Speaker speaker_1: Apartment Personnel.

Speaker speaker_0: Okay. And then, what are the last four of your social?

Speaker speaker_1: 5634.

Speaker speaker_0: Okay, thank you. For security purposes, could you verify your address and date of birth?

Speaker speaker_1: 1122 West Lime Circle, Lemoore, California 95360. Date of birth, 9/29/1983.

Speaker speaker_0: It's 209-626-7025, your phone number.

Speaker speaker_1: 6626-7025?

Speaker speaker_0: Yes, 2-9... I'm sorry. 209-626-7025?

Speaker speaker_1: Yeah.

Speaker speaker_0: And then is your email still Pahuerta1993@...

Speaker speaker_1: Huerta1993?

Speaker speaker_0: Mm-hmm. @gmail.com?

Speaker speaker_1: Yes, yes, yes. Yes.

Speaker speaker_0: Okay. Um, in the last... In the previous 30 days, have you experienced, like, a loss of benefit, gotten married, divorced, had a baby, or adopted?

Speaker speaker_1: No.

Speaker speaker_0: No? Okay. So at the moment, I wouldn't be able to enroll you into the benefits, because you are within outside of your company open enrollment period, and you're also outside of your current enrollment.

Speaker speaker_1: Yeah, yeah, it's just, um... Only why I'm asking is because I had just gotten a letter from my MediCal saying they're gonna cancel it because I make too much. That's why I'm just trying to see about I need to get insurance.

Speaker speaker_0: So they haven't canceled?

Speaker speaker_1: I can stop off for them? Or, I...

Speaker speaker_0: No, not that it's... Not at this time. If you do lose benefit-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... you would have to contact us.

Speaker speaker_1: Yeah, today's, today's the last day I have them.

Speaker speaker_0: Oh, so today's the last day?

Speaker speaker_1: Yeah, at the end of this month, and that's it.

Speaker speaker_0: Okay. So I can send you a, um, document requesting, um, like, in other words, proof that you did lose benefit within the past 30 days. And then, the main office will review that to see if you are indeed eligible to enroll. But right now, I wouldn't be able to enroll you into the benefits, um, since you said that you did just suffer the loss of a benefit, um, that's considered a quality life event, and it could make you eligible to enroll, but I do have to send you those, um, documents, and you would have to forward it back to us. And then, from there, the main office will review it and let you know if you're eligible or not.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay? Is that a good email to send that info to?

Speaker speaker_1: Yes. Uh, how soon can you get this information back? Because I'm, I'm at work right now. I don't get off 'til early morning.

Speaker speaker_0: So, we are open from Monday through Friday-ish. Um, so probably be like maybe Monday that, um...

Speaker speaker_1: Okay.

Speaker speaker_0: ... that they get back to you.

Speaker speaker_1: In the morning?

Speaker speaker_0: I wouldn't be able to tell you if it's gonna be Monday morning, 'cause I don't think the main office is open anymore. But, um, they will most likely review it Monday, and then, probably 24 hours from Monday. But I can go ahead and email that to you.

Speaker speaker_1: So back after you know? Yeah, that'd be great.

Speaker speaker_0: I can... Okay. Um, could I put you in a brief hold while I send you that information? Just so that I'm sure that you get it.

Speaker speaker_1: Yeah, no problem. Thank you.

Speaker speaker_0: Okay. Give me one second.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. I went ahead and emailed that to you. Um, it should come from an email that says info@benefitsinacar.com. So, you have to-

Speaker speaker_2: Okay. Let me take a quick look.

Speaker speaker_0: ... submit... So you would have to submit documents that say that you lost benefit, um, when it was in-

Speaker speaker_2: Yeah. I, I have the, I have the letter they sent me.

Speaker speaker_0: Okay. So I would submit that and send it to the main office for them to review.

Speaker speaker_2: Okay. I, I don't see anything yet.

Speaker speaker_0: And it should come from an email that says info@benefitsinacar.com. If you don't see it, I would check your spam and your junk as well.

Speaker speaker_2: Okay. Yeah. Not there. Damn it. Well...

Speaker speaker_0: Is it P-A-H-U-D-O-R-T-A 1993 at gmail.com?

Speaker speaker_2: No, it's 1983.

Speaker speaker_0: 1983? Okay.

Speaker speaker_2: Yes.

Speaker speaker_0: Let me send that again.

Speaker speaker_2: Okay.

Speaker speaker_0: Okay. I resent it. And then... You... You...

Speaker speaker_2: There. It says, "If you're qualifying like them..." Okay. So I just submit the letter, and that, that would be it?

Speaker speaker_0: Yeah. So you have to submit proof that states that you lost it-

Speaker speaker_2: All right.

Speaker speaker_0: ... within the 30 days of the quality of life event. 'Cause they're gonna be looking mainly at that.

Speaker speaker_2: All right.

Speaker speaker_0: Something I would... Uh, like that letter would work.

Speaker speaker_2: I'll go, I'm going to say-

Speaker speaker_0: Something that shows a date. 'Cause then we're gonna mainly look for that date, to see if you're within, um, that time frame. If it's passing those 30 days, though, you wouldn't be eligible. So I would make sure that it is. So it has to be, um...

Speaker speaker_2: Yeah. I had just gotten this letter literally within like about a week ago.

Speaker speaker_0: So it has to, it has to... Please note that this information must be provided within 30 days of the life event, which would be considered-

Speaker speaker_2: Okay. Yeah. No, no. I'll do it as soon as possible.

Speaker speaker_0: Okay. So I would send that back to them, and then I'm pretty sure it won't be 'til Monday that they get back to you. 'Cause I don't think they're, they're here anymore, if I'm honest. Um, but it should be, um-

Speaker speaker_2: All right.

Speaker speaker_0: ... probably no later than Tuesday. But I'm sure we'll get a response on Monday. I'm pretty sure.

Speaker speaker_2: Okay. That sounds good.

Speaker speaker_0: Mm-hmm. Yes, sir. And then if you are eligible, then we can go ahead and proceed. But for now, you would have to do that.

Speaker speaker_2: Okay. Okay. Yeah. I'll do that as soon as possible.

Speaker speaker_0: Okay? All right. Well, I hope you have a great weekend. Thank you for your time.

Speaker speaker_2: Thank you. I appreciate your help so much. You're, you're a great help. Thank you.

Speaker speaker_0: Thank you. Have a nice day.

Speaker speaker_2: Bye-bye. Thank you.