

Transcript: Estefania

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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. My name is Stephanie. How can I assist you? Hey, how are you doing? Um, good afternoon, Stephanie. Um, I was just calling to see if I could add on, um, um, my dental coverage for my health plan that I have with, um, through Surge, my employer. Sorry. Yes, sir. Um, what is the last four of your Social? 8450. Okay. Thank you. And then for security purposes, I do need you to verify your address as well as your date of birth. Um, my address is, uh, 14 f- uh, 1545 Logan Lane, McDonough, Georgia. Uh, my date of birth was April 29th, 1986. Okay. Thank you. Is your phone number 395-2206? Yes, ma'am. And then I have roy_gilbert@yahoo.com. Is that up to date? Yes. That's my, um, that's my, uh, my email. Okay. Thank you. So it looks like I wouldn't be able to add the, uh, dental plan because, um, it's, you're currently outside already out of your personal open enrollment period, meaning the first 30 days of receiving your first check, and then the company isn't within company open enrollment period. Uh, their month would be in August to add any additional benefits. Oh, so I can't just add it on. No, sir. Would they be able to maybe, would they be able to possibly add it on for me? I don't think so since we are the healthcare administrators. Um, the only time you could really add any additional plans is within, they consider it your personal open enrollment, meaning the first 30 days from the day that you get your very first check, that would be your personal, and then within the company, company open enrollment, which they do it annually in the month of August for their employees. So let's say you have, um, well, let's say you still want to add dental by the time August comes around, and then if they are within their company open enrollment period, you're welcome to always call this number and add additional plans. But you wouldn't have to be within that period, because it's past that period- Let me ask you... Mm-hmm. Oh, okay. I'm sorry. I didn't mean to cut you off. I just want to ask you, now is there any way possible that I could start a plan outside of the, uh, my employer, basically through myself? N- well, no, because we're the healthcare administrators for a staffing agency. Oh, see I'm just, yeah, I'm just there with the staffing agency. Okay. I understand. I understand. Mm-hmm. All right. I'll try to wait it out. Thank you so much. Okay. All right. You want me to provide the, the dates? It might not be the exact dates 'cause sometimes they do change, but I can at least provide it to you j- just in case. Yeah. See if ... But it is in the month of August. Okay. Let me check real quick. All right. So for Surge Staffing, it was between August 12th up to August 26th. Um, it may be a day or two after August 12th, maybe before or after, but it's definitely in the month of August. Okay. So about mid-August. Yes. Okay. Yes, sir. All right then. Thank you so much. You're welcome. Have a nice day. All right. You too.

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. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hey, how are you doing? Um, good afternoon, Stephanie. Um, I was just calling to see if I could add on, um, um, my dental coverage for my health plan that I have with, um, through Surge, my employer.

Speaker speaker_1: Sorry. Yes, sir. Um, what is the last four of your Social?

Speaker speaker_2: 8450.

Speaker speaker_1: Okay. Thank you. And then for security purposes, I do need you to verify your address as well as your date of birth.

Speaker speaker_2: Um, my address is, uh, 14 f- uh, 1545 Logan Lane, McDonough, Georgia. Uh, my date of birth was April 29th, 1986.

Speaker speaker_1: Okay. Thank you. Is your phone number 395-2206?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then I have roy_gilbert@yahoo.com. Is that up to date?

Speaker speaker_2: Yes. That's my, um, that's my, uh, my email.

Speaker speaker_1: Okay. Thank you. So it looks like I wouldn't be able to add the, uh, dental plan because, um, it's, you're currently outside already out of your personal open enrollment period, meaning the first 30 days of receiving your first check, and then the company isn't within company open enrollment period. Uh, their month would be in August to add any additional benefits.

Speaker speaker_2: Oh, so I can't just add it on.

Speaker speaker_1: No, sir.

Speaker speaker_2: Would they be able to maybe, would they be able to possibly add it on for me?

Speaker speaker_1: I don't think so since we are the healthcare administrators. Um, the only time you could really add any additional plans is within, they consider it your personal open enrollment, meaning the first 30 days from the day that you get your very first check, that would be your personal, and then within the company, company open enrollment, which they do it annually in the month of August for their employees. So let's say you have, um, well, let's say you still want to add dental by the time August comes around, and then if they are within their company open enrollment period, you're welcome to always call this number and add additional plans. But you wouldn't have to be within that period, because it's past that period-

Speaker speaker_2: Let me ask you...

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Oh, okay. I'm sorry. I didn't mean to cut you off. I just want to ask you, now is there any way possible that I could start a plan outside of the, uh, my employer, basically through myself?

Speaker speaker_1: N- well, no, because we're the healthcare administrators for a staffing agency.

Speaker speaker_2: Oh, see I'm just, yeah, I'm just there with the staffing agency. Okay. I understand. I understand.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: All right. I'll try to wait it out. Thank you so much.

Speaker speaker_1: Okay.

Speaker speaker_2: All right.

Speaker speaker_1: You want me to provide the, the dates? It might not be the exact dates 'cause sometimes they do change, but I can at least provide it to you j- just in case.

Speaker speaker_2: Yeah. See if ...

Speaker speaker_1: But it is in the month of August. Okay. Let me check real quick.

Speaker speaker_2: All right.

Speaker speaker_1: So for Surge Staffing, it was between August 12th up to August 26th. Um, it may be a day or two after August 12th, maybe before or after, but it's definitely in the month of August.

Speaker speaker_2: Okay. So about mid-August.

Speaker speaker_1: Yes.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right then. Thank you so much.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_2: All right. You too.