

Transcript: Estefania

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Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits in the Card. Is this Ms. Holly? It is. Okay, so I'm actually calling back 'cause I actually was not looking at the right one. So- I just saw that. Yeah, so it actually did not let me do all those changes. So, but I apologize. So I actually verified and it, your open enrollment's actually in July. Oh, so I can't do it now? Mm, so, um, have you experienced, like, a loss of benefit, gotten married, divorced, had a baby, or adopted? I did experience a loss of benefits 'cause my husband retired so I lost his insurance. Um, was it within the last 30 days? No. It was within- Oh, okay. ... I think the last six months. Oh, okay. So it would have to be within the last 30 days. Okay. 'Cause then they're gonna request documents to see if it did fall within that time range- Okay. ... and if they see that it doesn't, they're gonna tell you that unfortunately you don't qualify. Okay. So in July, I can enroll for this? Yes, ma'am. Um, let me verify, 'cause yeah, clinical staff and resources, it was from July 15 of this year till August 31st, but like I said, it may be a day after or before. Okay, so July 15th to August 31st- Yes, and then typic- ... in that time range. Yes, ma'am, and then typically the staffing agencies do, um, let their members know, but just on the safe side, around July honestly, by Jul- July 1st, I would call this number 'cause sometimes I know they do, like sometimes they don't tell their members. Mm-hmm. Um, but I know they do get reminders, but just to make sure that you d- do get in within company open enrollment, I would just call this number 'cause we will most likely have the dates by now. Okay, and by, like right now, I have the MEC TelRx for me. Yes, ma'am. Mm-hmm. Okay. Um, I did wanna ask you though, 'cause so I was looking on this form, and you had said that it would be \$101 for the family for me and Wyatt, but I'm just seeing- Mm-hmm. ... employee plus children, it's only \$70.56. For which one? Um, for the enhanced, for the Stay Healthy MEC Enhanced, it says for employee plus children, it's \$70.56. So you might have a old sheet, because on the one that I have right now, it says MEC Enhanced Employee, \$42.75. Yep, that's what mine says. Employee and spouse, it says \$73.44. Mm-hmm. Then employee and child, \$70.56. And then- That's the one I'm- And then if- That's the one I'm looking at. Okay, and then if you wanna add like yourself, your spouse, your child, they consider that the family plan, which is- But I'm not adding my spouse. I'm only adding my spouse to the dental. Okay. Okay, so you don't wanna, you didn't wanna add the MEC Enhanced, your spouse? No, because he has his own- Okay. ... insurance, he just doesn't have dental or vision. Okay. Okay. Well, I couldn't do those changes 'cause of the regulations. I just wanted to call you back to let you know 'cause I did see that. Because of the regula- y- you mean, but I could tell them that when I call in July? Yes. A- and I should get it for the \$70.56? Yeah, so if it's the same prices, 'cause we're not sure if like they're gonna change eventually by the time that company open enrollment comes- Mm-hmm. ... but, um, they'll let you know of how much it would be for... Okay. ... the dependents. Sounds good. All

right. That works. Great. Thank you so much. You're welcome. Have a nice day. You too.
Bye-bye.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: Hey, good afternoon. I'm calling from Benefits in the Card. Is this Ms. Holly?

Speaker speaker_2: It is.

Speaker speaker_0: Okay, so I'm actually calling back 'cause I actually was not looking at the right one. So-

Speaker speaker_2: I just saw that.

Speaker speaker_0: Yeah, so it actually did not let me do all those changes. So, but I apologize. So I actually verified and it, your open enrollment's actually in July.

Speaker speaker_2: Oh, so I can't do it now?

Speaker speaker_0: Mm, so, um, have you experienced, like, a loss of benefit, gotten married, divorced, had a baby, or adopted?

Speaker speaker_2: I did experience a loss of benefits 'cause my husband retired so I lost his insurance.

Speaker speaker_0: Um, was it within the last 30 days?

Speaker speaker_2: No. It was within-

Speaker speaker_0: Oh, okay.

Speaker speaker_2: ... I think the last six months.

Speaker speaker_0: Oh, okay. So it would have to be within the last 30 days.

Speaker speaker_2: Okay.

Speaker speaker_0: 'Cause then they're gonna request documents to see if it did fall within that time range-

Speaker speaker_2: Okay.

Speaker speaker_0: ... and if they see that it doesn't, they're gonna tell you that unfortunately you don't qualify.

Speaker speaker_2: Okay. So in July, I can enroll for this?

Speaker speaker_0: Yes, ma'am. Um, let me verify, 'cause yeah, clinical staff and resources, it was from July 15 of this year till August 31st, but like I said, it may be a day after or before.

Speaker speaker_2: Okay, so July 15th to August 31st-

Speaker speaker_0: Yes, and then typic-

Speaker speaker_2: ... in that time range.

Speaker speaker_0: Yes, ma'am, and then typically the staffing agencies do, um, let their members know, but just on the safe side, around July honestly, by Jul- July 1st, I would call this number 'cause sometimes I know they do, like sometimes they don't tell their members.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: Um, but I know they do get reminders, but just to make sure that you d-do get in within company open enrollment, I would just call this number 'cause we will most likely have the dates by now.

Speaker speaker_2: Okay, and by, like right now, I have the MEC TelRx for me.

Speaker speaker_0: Yes, ma'am. Mm-hmm.

Speaker speaker_2: Okay. Um, I did wanna ask you though, 'cause so I was looking on this form, and you had said that it would be \$101 for the family for me and Wyatt, but I'm just seeing-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: ... employee plus children, it's only \$70.56.

Speaker speaker_0: For which one?

Speaker speaker_2: Um, for the enhanced, for the Stay Healthy MEC Enhanced, it says for employee plus children, it's \$70.56.

Speaker speaker_0: So you might have a old sheet, because on the one that I have right now, it says MEC Enhanced Employee, \$42.75.

Speaker speaker_2: Yep, that's what mine says.

Speaker speaker_0: Employee and spouse, it says \$73.44.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: Then employee and child, \$70.56. And then-

Speaker speaker_2: That's the one I'm-

Speaker speaker_0: And then if-

Speaker speaker_2: That's the one I'm looking at.

Speaker speaker_0: Okay, and then if you wanna add like yourself, your spouse, your child, they consider that the family plan, which is-

Speaker speaker_2: But I'm not adding my spouse. I'm only adding my spouse to the dental.

Speaker speaker_0: Okay. Okay, so you don't wanna, you didn't wanna add the MEC Enhanced, your spouse?

Speaker speaker_2: No, because he has his own-

Speaker speaker_0: Okay.

Speaker speaker_2: ... insurance, he just doesn't have dental or vision.

Speaker speaker_0: Okay. Okay. Well, I couldn't do those changes 'cause of the regulations. I just wanted to call you back to let you know 'cause I did see that.

Speaker speaker_2: Because of the regula- y- you mean, but I could tell them that when I call in July?

Speaker speaker_0: Yes.

Speaker speaker_2: A- and I should get it for the \$70.56?

Speaker speaker_0: Yeah, so if it's the same prices, 'cause we're not sure if like they're gonna change eventually by the time that company open enrollment comes-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... but, um, they'll let you know of how much it would be for...

Speaker speaker_2: Okay.

Speaker speaker_0: ... the dependents.

Speaker speaker_2: Sounds good. All right. That works.

Speaker speaker_0: Great.

Speaker speaker_2: Thank you so much.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_2: You too. Bye-bye.