

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, uh, this is Ariona Walker. I was, um, trying to figure out how can I get dental added to my, um, insurance card? Okay, I can help you with that. Um, what staffing agency are you currently working for? Uh, I'm with, uh, I'm going, I'm through Surge Staffing. Okay. And then what are the last four of your Social? It's, uh, 3953. And what was your first and last name? You said Walker. What's the last name? What was the first name? Ariona Walker. Okay. It's, uh, Ar- Ariona. It's A-R-I-O-N-A. Okay, thank you. For security purposes, could you please verify your address as well as your date of birth? It's 125 Adams Court, Barnesville, Georgia 30204 and my birthday is September 7th, 2001. Okay. And then what city was that? I'm sorry, what state and city? I'm sorry, Barnesville, Georgia. Georgia. Oh, okay. Hello? Do I still have you on the line? Mm-hmm. Yes, ma'am. Oh, okay. Sorry. Um, and I have your first email as your first name, last name, the number sub then@gmail.com. Is that up to date? Yes, ma'am. That's, that's it. Okay. Thank you. So, at the moment, I wouldn't be able to enroll you into any additional benefits, um- Okay, thank you. ... because you're only allowed to enroll within two periods. It looks like you do have active coverage for the preventative plan, but to add additional benefits, you would have to be within the company's company open enrollment period, which they do annually. And for Surge, it's in the month of August. Um, so to add, like, additional plans- See, I didn't know we had to- ... you would have to call back. I'm not... Okay. I, 'cause I, I didn't know that she was, like... I talked to the, uh, Surge, uh, lady who hired me. Mm-hmm. She was just like, "If you wanna add dental," and she gave me the number to call and told me, "Just call them and get it added on there." She didn't tell me anything about any annual enrollment or anything. I'm not, um, I'm... Well, I'm not really sure if they know. I assume that they should know, but you're only allowed to add additional plans within two periods. The first period, they consider your personal enrollment period, which are the very fir- first 30 days of receiving your first check. That's considered your personal open enrollment. Mm-hmm. After that's over, the next period would be when the company is within company open enrollment, which for Surge, they do it annually in August. Um, I could always provide you the date that, um, it was. This year, there's a possibility the dates might change, but it's definitely around the month of, of August. Mm-hmm. Okay. I see, because she didn't, she didn't tell me anything about it. She didn't... I didn't know anything about any open enrollment. She was just telling me to call. Yeah, and I- I thought I had to go talk to her and tell her. And I... And I know sometimes, um, well, I know usually the members get reminders. I'm not sure if you ever got a reminder- Mm-hmm. ... around August, but typically they send out, like, reminders for there was going to be- No, 'cause I, I didn't... I didn't start working with... I didn't start working with, uh, them until October. And then I didn't even know I had, uh, Benefits in a Card until I got it in

the mail. I didn't know anything- Yeah. ... about it until then and then I called you- 'Cause of the autoenrollment. ... and those folks were actually telling me what was coming. I was like, "Sure, yeah." So- Yeah, but so some staff and agencies- ... at least that's how I found out. Yeah, so some staff and agencies auto-enroll their members into that preventative plan that you were enrolled into. Surge is one of them. So let's say that you didn't want to be enrolled into that, they give you 30 days from the day that you receive your first check to either enroll, which is your personal open enrollment period, or to decline that, um- Mm-hmm. ... that plan. Mm-hmm. And it looks like, like the last day that you had... I can verify when that was. It looks like the last day that you would have had to enroll would have been November the 28th. So that would have been to, like, enroll into any of the plans. Actually, I'm... Yeah, November 28th. Mm-hmm. Man, I wish you would have told me that. 'Cause I didn't, didn't know I needed to get dental on there, and so... Crap. Oh, I'm sorry. Okay. You're fine. You're fine. I'm just trying to, I'm trying to get... I have a, a tooth infection and I need to get it pulled. Oh, no. It's in the hospital and yeah, so... So that's when she told me to just call y'all and get it added on and get it added on and, like, I don't have to worry about it. I know. Yeah, there's, like, restrictions. Yeah. But still. Yeah. I would definitely let them know because- Mm-hmm. ... you have to be within those two periods to add any plans. Mm-hmm. Okay. All right. I'll call and talk to her and let her know before she tells anybody else about doing it. Okay. And then, you know, it's not that bad too, so. Yes. Please do. Okay. Thank you. Yes, ma'am. You're welcome. Thank you. Have a nice day. All right. You have a good day. Thank you. I appreciate you. Bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: 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?

Speaker speaker_1: Hey, uh, this is Ariona Walker. I was, um, trying to figure out how can I get dental added to my, um, insurance card?

Speaker speaker_0: Okay, I can help you with that. Um, what staffing agency are you currently working for?

Speaker speaker_1: Uh, I'm with, uh, I'm going, I'm through Surge Staffing.

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

Speaker speaker_1: It's, uh, 3953.

Speaker speaker_0: And what was your first and last name? You said Walker. What's the last name? What was the first name?

Speaker speaker_1: Ariona Walker.

Speaker speaker_0: Okay.

Speaker speaker_1: It's, uh, Ar- Ariona. It's A-R-I-O-N-A.

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

Speaker speaker_1: It's 125 Adams Court, Barnesville, Georgia 30204 and my birthday is September 7th, 2001.

Speaker speaker_0: Okay. And then what city was that? I'm sorry, what state and city?

Speaker speaker_1: I'm sorry, Barnesville, Georgia. Georgia.

Speaker speaker_0: Oh, okay. Hello? Do I still have you on the line?

Speaker speaker_1: Mm-hmm. Yes, ma'am.

Speaker speaker_0: Oh, okay. Sorry. Um, and I have your first email as your first name, last name, the number sub then@gmail.com. Is that up to date?

Speaker speaker_1: Yes, ma'am. That's, that's it.

Speaker speaker_0: Okay. Thank you. So, at the moment, I wouldn't be able to enroll you into any additional benefits, um-

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: ... because you're only allowed to enroll within two periods. It looks like you do have active coverage for the preventative plan, but to add additional benefits, you would have to be within the company's company open enrollment period, which they do annually. And for Surge, it's in the month of August. Um, so to add, like, additional plans-

Speaker speaker_1: See, I didn't know we had to-

Speaker speaker_0: ... you would have to call back. I'm not... Okay.

Speaker speaker_1: I, 'cause I, I didn't know that she was, like... I talked to the, uh, Surge, uh, lady who hired me.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: She was just like, "If you wanna add dental," and she gave me the number to call and told me, "Just call them and get it added on there." She didn't tell me anything about any annual enrollment or anything.

Speaker speaker_0: I'm not, um, I'm... Well, I'm not really sure if they know. I assume that they should know, but you're only allowed to add additional plans within two periods. The first period, they consider your personal enrollment period, which are the very fir- first 30 days of receiving your first check. That's considered your personal open enrollment.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: After that's over, the next period would be when the company is within company open enrollment, which for Surge, they do it annually in August. Um, I could always provide you the date that, um, it was. This year, there's a possibility the dates might change, but it's definitely around the month of, of August.

Speaker speaker_1: Mm-hmm. Okay. I see, because she didn't, she didn't tell me anything about it. She didn't... I didn't know anything about any open enrollment. She was just telling me to call.

Speaker speaker_0: Yeah, and I-

Speaker speaker_1: I thought I had to go talk to her and tell her.

Speaker speaker_0: And I... And I know sometimes, um, well, I know usually the members get reminders. I'm not sure if you ever got a reminder-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... around August, but typically they send out, like, reminders for there was going to be-

Speaker speaker_1: No, 'cause I, I didn't... I didn't start working with... I didn't start working with, uh, them until October. And then I didn't even know I had, uh, Benefits in a Card until I got it in the mail. I didn't know anything-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... about it until then and then I called you-

Speaker speaker_0: 'Cause of the autoenrollment.

Speaker speaker_1: ... and those folks were actually telling me what was coming. I was like, "Sure, yeah." So-

Speaker speaker_0: Yeah, but so some staff and agencies-

Speaker speaker_1: ... at least that's how I found out.

Speaker speaker_0: Yeah, so some staff and agencies auto-enroll their members into that preventative plan that you were enrolled into. Surge is one of them. So let's say that you didn't want to be enrolled into that, they give you 30 days from the day that you receive your first check to either enroll, which is your personal open enrollment period, or to decline that, um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... that plan.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And it looks like, like the last day that you had... I can verify when that was. It looks like the last day that you would have had to enroll would have been November the 28th. So that would have been to, like, enroll into any of the plans. Actually, I'm... Yeah, November 28th.

Speaker speaker_1: Mm-hmm. Man, I wish you would have told me that. 'Cause I didn't, didn't know I needed to get dental on there, and so... Crap.

Speaker speaker_0: Oh, I'm sorry.

Speaker speaker_1: Okay. You're fine. You're fine. I'm just trying to, I'm trying to get... I have a, a tooth infection and I need to get it pulled.

Speaker speaker_0: Oh, no.

Speaker speaker_1: It's in the hospital and yeah, so... So that's when she told me to just call y'all and get it added on

Speaker speaker_2: and get it added on and, like, I don't have to worry about it.

Speaker speaker_0: I know. Yeah, there's, like, restrictions.

Speaker speaker_1: Yeah. But still.

Speaker speaker_0: Yeah. I would definitely let them know because-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... you have to be within those two periods to add any plans.

Speaker speaker_1: Mm-hmm. Okay. All right. I'll call and talk to her and let her know before she tells anybody else about doing it.

Speaker speaker_0: Okay.

Speaker speaker_1: And then, you know, it's not that bad too, so.

Speaker speaker_0: Yes. Please do. Okay. Thank you.

Speaker speaker_1: Yes, ma'am. You're welcome. Thank you.

Speaker speaker_0: Have a nice day.

Speaker speaker_1: All right. You have a good day.

Speaker speaker_0: Thank you.

Speaker speaker_1: I appreciate you. Bye. Thank you. Bye.