

Transcript: Francesca

Baez-4589736505065472-6137329018159104

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hi. Um, I am a contractor for Oxford. Well, I work at Kaiser, but like, through Oxford. And I found out yesterday that my insurance that I currently have is ending. And I was wondering if I could still join the Oxford insurance. I'll have to take a look and see if you're eligible. Okay. What I'm going to ask for will be your Social. Uh, one second. Okay. 9-0-5-7. And the last name? Brancahno. For security purposes, please verify your mailing address and your date of birth. Uh, my address is probably 40 East Cherry Street, Raleigh, New Jersey. And then my date of birth is April 2nd, 1998. I have the best phone number to reach you down as 518-860-9740. Wait, 518-860-9740? Yes, ma'am. And I have your email down as firstandlastname@gmail.com. Yes. So at the moment, your staffing company's open enrollment period ended yesterday. Uh, yes, but they- When will the... When will the current policy you have be ending? On December 31st, but I didn't find out about this until last night. So I did read something in there that said that usually you are eligible if your, uh, insurance policy is changing. Yes, ma'am. So you're able to enroll through a Qualified Life Event, but it will have to be approved. Okay. So what you can do is if you already have the... a document where it will show your name along with the ending day of that policy as well as what type of benefit plan you're losing and can submit it, that will help the front office to see whether or not you'll be eligible to enroll through that Qualified Life Event. Uh, submit it to where? I'm about to... There we go. I'm about to send you an email. It's going to be coming from our office email, which is info@benefitsinacar. Okay. So- And it's going to be titled... What? To which email? To the one that I just verified with you. Okay. That is carlybrancahno@gmail.com. Mm-hmm. Yeah. And then it's going to be titled QLE Submission. Okay. You don't have to scan the document if you're unable to. You can take a picture of it as long as it's not blurry, and then just reply to that email with the picture or a scan of that document. Okay. And then if you have it on... Like if it's through an app with your old carrier, you can also screenshot it and send it through that email. Okay. Okay. And then I'm going to send an email out to the front office advising them of your condition to see if by any chance they can do a one-time exception and allow you to enroll or if they will want you to continue with the process of a Qualified Life Event. Okay. As soon as I hear back from them, I'll get back to you, okay? Okay. Um, but as soon as you're able to send that document, I will still recommend sending it just in case. That way you can get that process going. Okay. Because as soon as I send it, it will take 24 to 48 hours for them to finish processing it through and looking it over. Got it. All right. All right? Thank you so much. And then... Of course, my pleasure. And then I did want to add, so there's a specific time frame where it could be hard to get to you, or would you prefer for me to try to get to you on that call back? Um, you can always leave a message. Uh, I do

work in a lab, so sometimes we don't get phone calls. Mm-hmm. But I don't... How late are you able to call? So we're open all the way to 8:00 PM Eastern Time. Oh, then later would be better because I should get home around 6:00. Okay. All right. So if they answer back and, um, my shift is over, I will make sure one of my coworkers that's still here- Okay. ... for the night shift is able to call you so... just so that we can get you enrolling process as soon as possible, okay? Okay. Thank you. I mean, you can definitely try to follow up but like if not, we'll see. Mm-hmm. Of course. That's it. All right. Well, thank you so much. Thank you so much. Have a good day. Of course. Have a wonderful rest of your day. You too. Bye. Bye.

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 Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi. Um, I am a contractor for Oxford. Well, I work at Kaiser, but like, through Oxford. And I found out yesterday that my insurance that I currently have is ending. And I was wondering if I could still join the Oxford insurance.

Speaker speaker_1: I'll have to take a look and see if you're eligible.

Speaker speaker_2: Okay.

Speaker speaker_1: What I'm going to ask for will be your Social.

Speaker speaker_2: Uh, one second.

Speaker speaker_1: Okay.

Speaker speaker_2: 9-0-5-7.

Speaker speaker_1: And the last name?

Speaker speaker_2: Brancahno.

Speaker speaker_1: For security purposes, please verify your mailing address and your date of birth.

Speaker speaker_2: Uh, my address is probably 40 East Cherry Street, Raleigh, New Jersey. And then my date of birth is April 2nd, 1998.

Speaker speaker_1: I have the best phone number to reach you down as 518-860-9740.

Speaker speaker_2: Wait, 518-860-9740?

Speaker speaker_1: Yes, ma'am. And I have your email down as firstandlastname@gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_1: So at the moment, your staffing company's open enrollment period ended yesterday.

Speaker speaker_2: Uh, yes, but they-

Speaker speaker_1: When will the... When will the current policy you have be ending?

Speaker speaker_2: On December 31st, but I didn't find out about this until last night. So I did read something in there that said that usually you are eligible if your, uh, insurance policy is changing.

Speaker speaker_1: Yes, ma'am. So you're able to enroll through a Qualified Life Event, but it will have to be approved.

Speaker speaker_2: Okay.

Speaker speaker_1: So what you can do is if you already have the... a document where it will show your name along with the ending day of that policy as well as what type of benefit plan you're losing and can submit it, that will help the front office to see whether or not you'll be eligible to enroll through that Qualified Life Event.

Speaker speaker_2: Uh, submit it to where?

Speaker speaker_1: I'm about to... There we go. I'm about to send you an email. It's going to be coming from our office email, which is info@benefitsinacar.

Speaker speaker_2: Okay. So-

Speaker speaker_1: And it's going to be titled... What?

Speaker speaker_2: To which email?

Speaker speaker_1: To the one that I just verified with you.

Speaker speaker_2: Okay.

Speaker speaker_1: That is carlybrancahno@gmail.com.

Speaker speaker_2: Mm-hmm. Yeah.

Speaker speaker_1: And then it's going to be titled QLE Submission.

Speaker speaker_2: Okay.

Speaker speaker_1: You don't have to scan the document if you're unable to. You can take a picture of it as long as it's not blurry, and then just reply to that email with the picture or a scan of that document.

Speaker speaker_2: Okay.

Speaker speaker_1: And then if you have it on... Like if it's through an app with your old carrier, you can also screenshot it and send it through that email.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. And then I'm going to send an email out to the front office advising them of your condition to see if by any chance they can do a one-time exception and allow you to enroll or if they will want you to continue with the process of a Qualified Life Event.

Speaker speaker_2: Okay.

Speaker speaker_1: As soon as I hear back from them, I'll get back to you, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Um, but as soon as you're able to send that document, I will still recommend sending it just in case. That way you can get that process going.

Speaker speaker_2: Okay.

Speaker speaker_1: Because as soon as I send it, it will take 24 to 48 hours for them to finish processing it through and looking it over.

Speaker speaker_2: Got it. All right.

Speaker speaker_1: All right?

Speaker speaker_2: Thank you so much.

Speaker speaker_1: And then... Of course, my pleasure. And then I did want to add, so there's a specific time frame where it could be hard to get to you, or would you prefer for me to try to get to you on that call back?

Speaker speaker_2: Um, you can always leave a message. Uh, I do work in a lab, so sometimes we don't get phone calls.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: But I don't... How late are you able to call?

Speaker speaker_1: So we're open all the way to 8:00 PM Eastern Time.

Speaker speaker_2: Oh, then later would be better because I should get home around 6:00.

Speaker speaker_1: Okay. All right. So if they answer back and, um, my shift is over, I will make sure one of my coworkers that's still here-

Speaker speaker_2: Okay.

Speaker speaker_1: ... for the night shift is able to call you so... just so that we can get you enrolling process as soon as possible, okay?

Speaker speaker_2: Okay. Thank you. I mean, you can definitely try to follow up but like if not, we'll see.

Speaker speaker_1: Mm-hmm. Of course.

Speaker speaker_2: That's it. All right.

Speaker speaker_1: Well, thank you so much.

Speaker speaker_2: Thank you so much. Have a good day.

Speaker speaker_1: Of course. Have a wonderful rest of your day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye.