

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling the Benefits in a Card. My name is Francesca. How can I assist you today? Hi, Francesca. How are you? I'm calling you from ATC Healthcare. Uh, we have our employee set up for the BIC, the Benefits In Card. And the employee called and they told the employee that they... that if she want to have an expe- if she want to, you know, um, if she want to enroll for Benefits In Card, she have to get fired and then rehired again, because she missed the chance. Okay. Um, I don't... I'm not too sure, to be quite honest. I haven't taken any ATC staffing calls today. I'll have to... We'll have to look into it, to be honest. What are the first and last name of that member? Uh, the first name is Mary. The last name is, uh, Lannotta. Can you spell that last name for me? Sure. Why not? Stay with me. Her first name is Mary, M-A-R-Y. The last name is L as in, uh, Laurie, A as in Apple, N as in Nancy, N as in Nancy, O as in Oscar, T as in Tom, T as in Tom, A as in Alice, A as in Apple. L-A-N-N-O-T-T-A, right? Yes. For some reason, in my system it's showing that we don't have any file with the last name in general. Does she go by another last name any chance? Um, let me open up her ID. Just give me a moment. Okay. Okay. And, uh, her full name is Mary M, the initial. The middle name is M and the last name is the same that I told you. L as in Larry, A as in Apple, N as in Nancy, N as in Nancy, O as in Oscar, T as Thomas, T as Thomas, A as in Apple? Yes. Yeah. Our system, it doesn't have any account, even without me putting a staffing company, populating with that last name. Are we sure she spoke with us for the Benefits In A Card? Yes. Uh, she got a reply from the customer agent that the la-... she missed the last chance to, uh, enroll and now she can, uh, enroll again the next December, or she would have to get fired and then rehired again. Any chance you have her full Social? Um, yes, I have that. Just give me a moment. It's 090- 64- 14- 68. Here we go. I'm not sure why it wasn't showing up. No, there's no record. Okay. Bear with me one moment. I'll place you in a quick hold while I look over the account, okay? Sure. Thank you so much. I appreciate it. I'll be right back. Sure. Hello? Yes, thank you so much for calling. Could I also get your first name from my notes? I'm sorry. Yes. This is Alex Hope. All right. So Mr. Hope, I spoke with the representative that your member spoke with. Mm-hmm. And so unfortunately, the member did not call because of a notification stating she was out of a period. She actually called us in today to request for assisting advising her on how to utilize her coverage. At that moment- Mm-hmm. ... she was advised that the form that she had submitted was already past her personal enrollment period. The last notification for your staffing company that was sent out for the open enrollment period was on December 16th. So she's already out of both of those periods. When she was advised of this, she was told in regards to the scenarios where she could be eligible but at no time did we advise her to quit her job and reapply to get benefits. She got a little upset about it. The front office is already following up on this issue but unfortunately, I'm sorry to say it this way,

the information provided to you was wrongful. We have not advised her to leave her job. We advised her why she wasn't eligible and which scenarios a member itself in general is eligible for enrollment with your staffing company. Okay. So can you tell me how can I get her enrolled if she is not now? And m- how she can pass a time to enroll for the insurance? So as of right now the only way that she might be eligible is for a qualified life event. Aside from that she will have to wait 'til December 2025 when your company has their company open enrollment period again. So if she apply again she will not have the insurance for the rest of the year? If for some reason completely her option in personal she leaves ATC assignment... Mm-hmm. ... and reapplies for a new assignment it will take 90 days, a 90-day period for the system to recognize that as a re-hire position for her to be eligible under a personal enrollment period. That was one of the scenarios that our representative explained to your member. Mm-hmm. Okay. So what is your advice to me now? Honestly speaking we spoke with Miss LaToya she doesn't have a qualified life event. I would just advise you to explain to your member that as of right now unfortunately there isn't anything that we can do to make her eligible. It is very sad but she will just have to wait 'til the next company open enrollment period. Okay. All right. So... Mm. Mm-mm-mm-mm-mm-mm-mm. Okay. All right thank you. Of course thank you for your time as well Mr. Hoke. I hope you enjoy the rest of your day today. All right thank you so much. Bye. 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 the Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi, Francesca. How are you? I'm calling you from ATC Healthcare. Uh, we have our employee set up for the BIC, the Benefits In Card. And the employee called and they told the employee that they... that if she want to have an expe- if she want to, you know, um, if she want to enroll for Benefits In Card, she have to get fired and then rehired again, because she missed the chance.

Speaker speaker_1: Okay. Um, I don't... I'm not too sure, to be quite honest. I haven't taken any ATC staffing calls today. I'll have to... We'll have to look into it, to be honest. What are the first and last name of that member?

Speaker speaker_2: Uh, the first name is Mary. The last name is, uh, Lannotta.

Speaker speaker_1: Can you spell that last name for me?

Speaker speaker_2: Sure. Why not? Stay with me. Her first name is Mary, M-A-R-Y. The last name is L as in, uh, Laurie, A as in Apple, N as in Nancy, N as in Nancy, O as in Oscar, T as in Tom, T as in Tom, A as in Alice, A as in Apple.

Speaker speaker_1: L-A-N-N-O-T-T-A, right?

Speaker speaker_2: Yes.

Speaker speaker_1: For some reason, in my system it's showing that we don't have any file with the last name in general. Does she go by another last name any chance?

Speaker speaker_2: Um, let me open up her ID. Just give me a moment.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay. And, uh, her full name is Mary M, the initial. The middle name is M and the last name is the same that I told you.

Speaker speaker_1: L as in Larry, A as in Apple, N as in Nancy, N as in Nancy, O as in Oscar, T as Thomas, T as Thomas, A as in Apple?

Speaker speaker_2: Yes.

Speaker speaker_1: Yeah. Our system, it doesn't have any account, even without me putting a staffing company, populating with that last name. Are we sure she spoke with us for the Benefits In A Card?

Speaker speaker_2: Yes. Uh, she got a reply from the customer agent that the la-... she missed the last chance to, uh, enroll and now she can, uh, enroll again the next December, or she would have to get fired and then rehired again.

Speaker speaker_1: Any chance you have her full Social?

Speaker speaker_2: Um, yes, I have that. Just give me a moment. It's 090- 64- 14- 68.

Speaker speaker_1: Here we go. I'm not sure why it wasn't showing up.

Speaker speaker_2: No, there's no record.

Speaker speaker_1: Okay. Bear with me one moment. I'll place you in a quick hold while I look over the account, okay?

Speaker speaker_2: Sure.

Speaker speaker_1: Thank you so much. I appreciate it. I'll be right back.

Speaker speaker_2: Sure.

Speaker speaker_3: Hello?

Speaker speaker_1: Yes, thank you so much for calling. Could I also get your first name from my notes? I'm sorry.

Speaker speaker_3: Yes. This is Alex Hope.

Speaker speaker_1: All right. So Mr. Hope, I spoke with the representative that your member spoke with.

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: And so unfortunately, the member did not call because of a notification stating she was out of a period. She actually called us in today to request for assisting

advising her on how to utilize her coverage. At that moment-

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: ... she was advised that the form that she had submitted was already past her personal enrollment period. The last notification for your staffing company that was sent out for the open enrollment period was on December 16th. So she's already out of both of those periods. When she was advised of this, she was told in regards to the scenarios where she could be eligible but at no time did we advise her to quit her job and reapply to get benefits. She got a little upset about it. The front office is already following up on this issue but unfortunately, I'm sorry to say it this way, the information provided to you was wrongful. We have not advised her to leave her job. We advised her why she wasn't eligible and which scenarios a member itself in general is eligible for enrollment with your staffing company.

Speaker speaker_2: Okay. So can you tell me how can I get her enrolled if she is not now? And m- how she can pass a time to enroll for the insurance?

Speaker speaker_1: So as of right now the only way that she might be eligible is for a qualified life event. Aside from that she will have to wait 'til December 2025 when your company has their company open enrollment period again.

Speaker speaker_2: So if she apply again she will not have the insurance for the rest of the year?

Speaker speaker_1: If for some reason completely her option in personal she leaves ATC assignment...

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and reapplies for a new assignment it will take 90 days, a 90-day period for the system to recognize that as a re-hire position for her to be eligible under a personal enrollment period. That was one of the scenarios that our representative explained to your member.

Speaker speaker_2: Mm-hmm. Okay. So what is your advice to me now?

Speaker speaker_1: Honestly speaking we spoke with Miss LaToya she doesn't have a qualified life event. I would just advise you to explain to your member that as of right now unfortunately there isn't anything that we can do to make her eligible. It is very sad but she will just have to wait 'til the next company open enrollment period.

Speaker speaker_2: Okay. All right. So... Mm. Mm-mm-mm-mm-mm-mm-mm. Okay. All right thank you.

Speaker speaker_1: Of course thank you for your time as well Mr. Hoke. I hope you enjoy the rest of your day today.

Speaker speaker_2: All right thank you so much. Bye.

Speaker speaker_1: Bye-bye.