

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca ... calling on behalf of Huntington Record Group to speak with Mr. Hughes. This is him. Hello, sir. I was calling regarding the eligibility review that we did yesterday to see if you were eligible to enroll into the health coverage your staffing company offers. Yes, ma'am. So unfortunately, you currently do not have any open enrollment period through which you can enroll. By any chance that you used to have coverage with another insurance carrier before you try to get it with.....? Ma'am? Yes, sir. Did you have any active insurance with another carrier that you... last 30 days? No, ma'am. Okay. So unfortunately, at this moment, you have to wait till December, which is when your company hold their open enrollment period to be able to get into their insurance. So I can't get into no insurance right now? No, sir, 'cause you don't have any open enrollment period or a qualified life event, unfortunately. Oh, man. Well, I need, uh, I need to get this insurance. Yes, sir. I apologize for that inconvenience. All right. Yeah, and I hope you have a wonderful rest of your day, and thank you for taking my call today. Yes, ma'am. Goodbye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good afternoon. My name is Francesca ... calling on behalf of Huntington Record Group to speak with Mr. Hughes.

Speaker speaker_2: This is him.

Speaker speaker_1: Hello, sir. I was calling regarding the eligibility review that we did yesterday to see if you were eligible to enroll into the health coverage your staffing company offers.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: So unfortunately, you currently do not have any open enrollment period through which you can enroll. By any chance that you used to have coverage with another insurance carrier before you try to get it with.....?

Speaker speaker_2: Ma'am?

Speaker speaker_1: Yes, sir. Did you have any active insurance with another carrier that you... last 30 days?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: Okay. So unfortunately, at this moment, you have to wait till December, which is when your company hold their open enrollment period to be able to get into their insurance.

Speaker speaker_2: So I can't get into no insurance right now?

Speaker speaker_1: No, sir, 'cause you don't have any open enrollment period or a qualified life event, unfortunately.

Speaker speaker_2: Oh, man. Well, I need, uh, I need to get this insurance.

Speaker speaker_1: Yes, sir. I apologize for that inconvenience.

Speaker speaker_2: All right.

Speaker speaker_1: Yeah, and I hope you have a wonderful rest of your day, and thank you for taking my call today.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Goodbye.