

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 with Benefits in a Cart. I'm looking to speak with Louis Derson Alfias on behalf of Lingo Staffing. Yes. Uh, I work for the Lingo Staffing. Yes. We're replying to a text message that you sent when they advised you of open enrollment saying that you pay for the benefits. Yes. I pay for the benefits, uh, at Lingo. I'm guessing you're not understanding the message, sir. They're informing you that they have switched administrators, so the old company that used to take care of their insurance is no longer working with them. It will now be us, Benefits in a Cart, and they're advising you that currently is their open enrollment period, so if you did want to have insurance with them still, you need to process an enrollment. Okay. It finish at, uh, this month? The enrollment period? Yeah, the- the benef-... it finishes this month? It finish this month? Unfortunate... yes, sir. I understand why you're asking. I was looking at the document. Unfortunately, we do not have that information when those benefits with your old carrier will be ending. Um, I do know that you have to April 25th to enroll into the benefits that we're currently administrating for them. Benefits, these are Medicare... Medicare? Is those Medicare? No, sir. Those... Medicare and MediCare are from the government. You don't pay for those if you qualify for them. Okay. Thank you. No problem. Have a great day. You too.

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 with Benefits in a Cart. I'm looking to speak with Louis Derson Alfias on behalf of Lingo Staffing.

Speaker speaker_2: Yes. Uh, I work for the Lingo Staffing.

Speaker speaker_1: Yes. We're replying to a text message that you sent when they advised you of open enrollment saying that you pay for the benefits.

Speaker speaker_2: Yes. I pay for the benefits, uh, at Lingo.

Speaker speaker_1: I'm guessing you're not understanding the message, sir. They're informing you that they have switched administrators, so the old company that used to take care of their insurance is no longer working with them. It will now be us, Benefits in a Cart, and they're advising you that currently is their open enrollment period, so if you did want to have insurance with them still, you need to process an enrollment.

Speaker speaker_2: Okay. It finish at, uh, this month?

Speaker speaker_1: The enrollment period?

Speaker speaker_2: Yeah, the- the benef-... it finishes this month? It finish this month?

Speaker speaker_1: Unfortunate... yes, sir. I understand why you're asking. I was looking at the document. Unfortunately, we do not have that information when those benefits with your old carrier will be ending. Um, I do know that you have to April 25th to enroll into the benefits that we're currently administrating for them.

Speaker speaker_2: Benefits, these are Medicare... Medicare? Is those Medicare?

Speaker speaker_1: No, sir. Those... Medicare and MediCare are from the government. You don't pay for those if you qualify for them.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. Have a great day.

Speaker speaker_2: You too.