

Transcript: Francesca

Baez-6735058911936512-5236405521137664

Full Transcript

Thank you for calling Benefits 10 o'clock. My name is Francesca. How can I assist you today? Hi, Francesca. I'm trying to enroll, um, uh, for my coverage from Care- Creative Circle and I'm trying to do it online but it says that I have been alerted that I am not allowed to enroll, to contact you guys. Okay. I'll have to take a look in the account and see what's going on. Um-hum. What is the last four of your S- your social? 8105. And you say you were Care Builders, right? I'm sorry? You say you were Care Builders? Uh, Care, Cr- Creative Circle. Creative Circle, I apologize. No, it's okay. Let's see, and what is the last name? Malabanan. M-A-L-A-B-A-N-A-N. Could you please verify your mailing address and date of birth to make sure I have located the correct account? Um, mailing address is 1702 Northwoods Drive, Marietta, Georgia 30066. And can you repeat what was the second thing that you asked? Date of birth? Just your date of birth. August... Excuse me, August 30, 1983. I have best contact 619-252-4240. Correct. Yes. And we have your email down as your lastname.casey@gmail.com? Yes. So I'll have to request for an eligibility review. I believe the reason why it's not letting you do it online is 'cause you have worked with them in the past, back in 2019 and 2021. Mm-hmm. So we need to do an eligibility review. Okay. Those usually take 24 to 48 hours- Okay. ... for them to get back to us. Mm-hmm. Have you looked at their benefit guide by any chance? Uh, yes. I've already looked through it. I just... I'm trying to enroll. I already know which one I would like but yeah, it won't, it won't let me. Understood. I was just asking so that way I could have sent you a copy of the benefit guide while we wait. So then the only thing- Okay. ... left will be for us to wait for them to reply back to this eligibility review. Mm-hmm. And as soon as they do, I'll go ahead and give you a call back with the results. Okay, great. Um, so 'cause I know it says that I have 30 days before, um, I have 30 days, uh, from my first paycheck and that's gonna be coming up soon. Um, will I still be able to enroll even just in case if it was more than 30 days? So if today you are eligible and we are unable to speak with you, and let's say we can't get a hold of you 'til Monday 'cause we don't work Saturday, Sundays. Mm-hmm. Mm-hmm. Then your last day to enroll was today. Due to the fact that you did initiate the process of checking if you're eligible today- Mm-hmm. ... you will still be able to enroll into coverage Monday even if the open enrollment period has ended, 'cause we will honor the first call. Oh, okay. All right. Thank you so much. So I'll be looking forward to your phone call. Of course. And then just in the unlikely event I can't get a hold of you, I'll make sure to leave you a voice message and send you an email. Okay, great. Thank you. Of course. So you are all set. I do hope you have a wonderful rest of your day and I'm looking forward to giving you that call back. Okay. Thank you. You too. Have a wonderful day. Thank you. You too. Okay.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10 o'clock. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, Francesca. I'm trying to enroll, um, uh, for my coverage from Care-Creative Circle and I'm trying to do it online but it says that I have been alerted that I am not allowed to enroll, to contact you guys.

Speaker speaker_0: Okay. I'll have to take a look in the account and see what's going on.

Speaker speaker_1: Um-hum.

Speaker speaker_0: What is the last four of your S- your social?

Speaker speaker_1: 8105.

Speaker speaker_0: And you say you were Care Builders, right?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: You say you were Care Builders?

Speaker speaker_1: Uh, Care, Cr- Creative Circle.

Speaker speaker_0: Creative Circle, I apologize.

Speaker speaker_1: No, it's okay.

Speaker speaker_0: Let's see, and what is the last name?

Speaker speaker_1: Malabanan. M-A-L-A-B-A-N-A-N.

Speaker speaker_0: Could you please verify your mailing address and date of birth to make sure I have located the correct account?

Speaker speaker_1: Um, mailing address is 1702 Northwoods Drive, Marietta, Georgia 30066. And can you repeat what was the second thing that you asked? Date of birth?

Speaker speaker_0: Just your date of birth.

Speaker speaker_1: August... Excuse me, August 30, 1983.

Speaker speaker_0: I have best contact 619-252-4240.

Speaker speaker_1: Correct. Yes.

Speaker speaker_0: And we have your email down as your lastname.casey@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: So I'll have to request for an eligibility review. I believe the reason why it's not letting you do it online is 'cause you have worked with them in the past, back in 2019 and 2021.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So we need to do an eligibility review.

Speaker speaker_1: Okay.

Speaker speaker_0: Those usually take 24 to 48 hours-

Speaker speaker_1: Okay.

Speaker speaker_0: ... for them to get back to us.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Have you looked at their benefit guide by any chance?

Speaker speaker_1: Uh, yes. I've already looked through it. I just... I'm trying to enroll. I already know which one I would like but yeah, it won't, it won't let me.

Speaker speaker_0: Understood. I was just asking so that way I could have sent you a copy of the benefit guide while we wait. So then the only thing-

Speaker speaker_1: Okay.

Speaker speaker_0: ... left will be for us to wait for them to reply back to this eligibility review.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And as soon as they do, I'll go ahead and give you a call back with the results.

Speaker speaker_1: Okay, great. Um, so 'cause I know it says that I have 30 days before, um, I have 30 days, uh, from my first paycheck and that's gonna be coming up soon. Um, will I still be able to enroll even just in case if it was more than 30 days?

Speaker speaker_0: So if today you are eligible and we are unable to speak with you, and let's say we can't get a hold of you 'til Monday 'cause we don't work Saturday, Sundays.

Speaker speaker_1: Mm-hmm. Mm-hmm.

Speaker speaker_0: Then your last day to enroll was today. Due to the fact that you did initiate the process of checking if you're eligible today-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... you will still be able to enroll into coverage Monday even if the open enrollment period has ended, 'cause we will honor the first call.

Speaker speaker_1: Oh, okay. All right. Thank you so much. So I'll be looking forward to your phone call.

Speaker speaker_0: Of course. And then just in the unlikely event I can't get a hold of you, I'll make sure to leave you a voice message and send you an email.

Speaker speaker_1: Okay, great. Thank you.

Speaker speaker_0: Of course. So you are all set. I do hope you have a wonderful rest of your day and I'm looking forward to giving you that call back.

Speaker speaker_1: Okay. Thank you. You too. Have a wonderful day.

Speaker speaker_0: Thank you. You too.

Speaker speaker_1: Okay.