

Transcript: Justin

Mills-5328401677336576-6495190293594112

Full Transcript

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Hi. Yeah, so I was just trying to upgrade my benefits, because I was told a Pap smear or gynecology visit wouldn't be covered. So, I just wanted to see if I could do that. Okay. What's the staffing agency you work for? Yep, Noor Staffing Group, N-O-O-R. And the last four of your Social? Yep. 1209. And what was your first and last name? Yep. Amy Stefanik. And for security purposes, can you verify your home address, including city, state and zip code, Amy? Yep. 6765 Corporate Boulevard, Apartment 6110, Baton Rouge, Louisiana 70809. And what else did you want? Your date of birth? Yep. November 25th, 1987. And a good telephone number I have is 585-301-3641? Yep. And the email I have als8165@gmail? Yep. Okay. So, let's see. Um, quick question. When did you start with Noor Staffing? So, I started in January, but I just enrolled in the benefits recently. Okay. Let's see here. So, I do know you have 30 days from your first paycheck to be enrolled in the benefits, because that's considered your personal open enrollment period. So, we received that hire date as January 23rd of 2025. So, it looks like your cutoff date was February 22nd. So unfortunately, I wouldn't be able to make any changes right now unless you experienced a qualified life event, or if you were in Noor Staffing's next open enrollment period. Oh, okay. Okay. So, got it. Okay, um- All right. Is there anything else I can assist you with today, Amy? Let's see here. Um, so when would that be? When would the next open enrollment be? Uh, let me check on that. Let's see here. Noor Staffing. So, Noor Staffing- Is this an amazing... So, Noor Staffing's a new client of ours who became effective as of February 3rd. So, we just- we don't know when their next open enrollment would be. I mean, I can reach out to my back office to confirm. Okay. Yeah. I guess it's just, you know, now I know that it's not covered. Um, okay. All right. Um, no, that's good to know. All right. Thanks.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Occur. This is Justin. How can I help you today?

Speaker speaker_1: Hi. Yeah, so I was just trying to upgrade my benefits, because I was told a Pap smear or gynecology visit wouldn't be covered. So, I just wanted to see if I could do that.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: Yep, Noor Staffing Group, N-O-O-R.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Yep. 1209.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Yep. Amy Stefanik.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Amy?

Speaker speaker_1: Yep. 6765 Corporate Boulevard, Apartment 6110, Baton Rouge, Louisiana 70809. And what else did you want?

Speaker speaker_0: Your date of birth?

Speaker speaker_1: Yep. November 25th, 1987.

Speaker speaker_0: And a good telephone number I have is 585-301-3641?

Speaker speaker_1: Yep.

Speaker speaker_0: And the email I have als8165@gmail?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. So, let's see. Um, quick question. When did you start with Noor Staffing?

Speaker speaker_1: So, I started in January, but I just enrolled in the benefits recently.

Speaker speaker_0: Okay. Let's see here. So, I do know you have 30 days from your first paycheck to be enrolled in the benefits, because that's considered your personal open enrollment period. So, we received that hire date as January 23rd of 2025. So, it looks like your cutoff date was February 22nd. So unfortunately, I wouldn't be able to make any changes right now unless you experienced a qualified life event, or if you were in Noor Staffing's next open enrollment period.

Speaker speaker_1: Oh, okay. Okay. So, got it. Okay, um-

Speaker speaker_0: All right. Is there anything else I can assist you with today, Amy?

Speaker speaker_1: Let's see here. Um, so when would that be? When would the next open enrollment be?

Speaker speaker_0: Uh, let me check on that. Let's see here. Noor Staffing. So, Noor Staffing-

Speaker speaker_1: Is this an amazing...

Speaker speaker_0: So, Noor Staffing's a new client of ours who became effective as of February 3rd. So, we just- we don't know when their next open enrollment would be. I mean, I can reach out to my back office to confirm.

Speaker speaker_1: Okay. Yeah. I guess it's just, you know, now I know that it's not covered. Um, okay. All right. Um, no, that's good to know. All right. Thanks.