

Transcript: Justin

Mills-5428475704426496-5043960704188416

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. Um, I was calling to see if I can option out of my, um, i- um, insurance health and... health benefits. Okay. What's the staffing agency you work for? Um, it's called American Staff Corp. American Staff Corp, and the last four of your social? Uh, 9181. What was your first and last name? Um, Abigail Chavarria. Okay. And for security purposes, could you verify your home address, including city, state and zip code? Yes. It's 23855 State Highway 66, Lot Number 180 in Claremore, Oklahoma, zip code 74019. And your date of birth? Uh, January 25th, 1994. And a good telephone number has 918-576-9475? Yes. An email has your last name, first name, 2594@gmail.com? Yes. Okay, so let's see here. So looking at the file, it looks like American Staff Corp is a Section 125 client, so unfortunately, I wouldn't be able to cancel the coverage right now unless you experienced a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child, or gaining coverage elsewhere, or waiting until American Staff Corp's next open enrollment period. Okay, and when, when is that? Uh, let me check on that. Let's see. American Staff Corp... So it looks like American Staff Corp had their last d- open enrollment period from December 9th to December 20th, so I'd presume sometime around that time later this year. So I can't option out? 'Cause, I mean, it's been... it's been getting drawn from my check and stuff and I really wouldn't... I mean, I don't really use it, and so it's just, you know, just taking... I totally understand that. It's just American Staff Corp automatically enrolls their new hires into that medical plan usually after their first paycheck. Um, they should have informed you to call us to opt out of the benefit before getting... receiving your first paycheck. So unfortunately, we wouldn't be able to cancel it right now unless you experienced a qualified life event or if you were in American Staff Corp's next open enrollment period. So I would have to wait the full year to option out? Or to cancel the coverage, or experience a qualified life event, yes. Okay. And so even if I called American Staff Corp and let them know, they wouldn't be... they wouldn't option me out? Correct, because they'll probably send you back to us. I see. Okay. All right. Well, thank you. You're welcome. You have a great day, okay? You too. Bye-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 Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. Um, I was calling to see if I can option out of my, um, i- um, insurance health and... health benefits.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: Um, it's called American Staff Corp.

Speaker speaker_1: American Staff Corp, and the last four of your social?

Speaker speaker_2: Uh, 9181.

Speaker speaker_1: What was your first and last name?

Speaker speaker_2: Um, Abigail Chavarria.

Speaker speaker_1: Okay. And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_2: Yes. It's 23855 State Highway 66, Lot Number 180 in Claremore, Oklahoma, zip code 74019.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: Uh, January 25th, 1994.

Speaker speaker_1: And a good telephone number has 918-576-9475?

Speaker speaker_2: Yes.

Speaker speaker_1: An email has your last name, first name, 2594@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so let's see here. So looking at the file, it looks like American Staff Corp is a Section 125 client, so unfortunately, I wouldn't be able to cancel the coverage right now unless you experienced a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child, or gaining coverage elsewhere, or waiting until American Staff Corp's next open enrollment period.

Speaker speaker_2: Okay, and when, when is that?

Speaker speaker_1: Uh, let me check on that. Let's see. American Staff Corp... So it looks like American Staff Corp had their last d- open enrollment period from December 9th to December 20th, so I'd presume sometime around that time later this year.

Speaker speaker_2: So I can't option out? 'Cause, I mean, it's been... it's been getting drawn from my check and stuff and I really wouldn't... I mean, I don't really use it, and so it's just, you know, just taking...

Speaker speaker_1: I totally understand that. It's just American Staff Corp automatically enrolls their new hires into that medical plan usually after their first paycheck. Um, they should have informed you to call us to opt out of the benefit before getting... receiving your first paycheck. So unfortunately, we wouldn't be able to cancel it right now unless you experienced

a qualified life event or if you were in American Staff Corp's next open enrollment period.

Speaker speaker_2: So I would have to wait the full year to option out?

Speaker speaker_1: Or to cancel the coverage, or experience a qualified life event, yes.

Speaker speaker_2: Okay. And so even if I called American Staff Corp and let them know, they wouldn't be... they wouldn't option me out?

Speaker speaker_1: Correct, because they'll probably send you back to us.

Speaker speaker_2: I see. Okay. All right. Well, thank you.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye-bye.