

Transcript: Justin

Mills-5614924896976896-4759856903667712

Full Transcript

Thank you for calling Benefits and Incurages. This is Justin Huffman. How can I help you today? Yes, sir. Um, I was calling 'cause I'm a employee with MAU, and I was told that I could call y'all to see about some health benefits. Okay, so MAU, what's the last four of your social? 508 7... All right. And what was your first and last name? Oceana Young. And for security purposes, could you verify your home address, including city, state and zip code? 1127 Wallace Trail, Hephzibah, Georgia 30815. And confirm your date of birth? 11/6/2002. And a good telephone number have a 706-528-1537? Yes. And the email have a yoshi.crockett40 or 4L@Gmail? Yes, sir. Okay, um, here, quick question. When did you start with MAU? Um, I think I started back in September of 2024. Okay. Um, so September of 2024? Yes. Okay, so I do know that your personal open enrollment period was 30 days from your first paycheck, which was September 30th. Um, so 30 days from that would have made October 30th. So, we're outside of your personal open enrollment period, and I do know that MAU just had their company open enrollment period back in December. Um, it is now March, so unfortunately, if you wanted to be enrolled right now, you would have to experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage. Okay. So I can't get, you know, benefits as of now? Correct. Um, when, when would I be able to? Um, when MAU has their next open enrollment period, which is usually sometime in December, or if you experience the qualified life events that I read off earlier. Okay. Thank you. You're welcome. You have a great day, okay? All right. You, too. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Yes, sir. Um, I was calling 'cause I'm a employee with MAU, and I was told that I could call y'all to see about some health benefits.

Speaker speaker_0: Okay, so MAU, what's the last four of your social?

Speaker speaker_1: 508 7...

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

Speaker speaker_1: Oceana Young.

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

Speaker speaker_1: 1127 Wallace Trail, Hephzibah, Georgia 30815.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 11/6/2002.

Speaker speaker_0: And a good telephone number have a 706-528-1537?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email have a yoshi.crockett40 or 4L@Gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, um, here, quick question. When did you start with MAU?

Speaker speaker_1: Um, I think I started back in September of 2024.

Speaker speaker_0: Okay. Um, so September of 2024?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so I do know that your personal open enrollment period was 30 days from your first paycheck, which was September 30th. Um, so 30 days from that would have made October 30th. So, we're outside of your personal open enrollment period, and I do know that MAU just had their company open enrollment period back in December. Um, it is now March, so unfortunately, if you wanted to be enrolled right now, you would have to experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage.

Speaker speaker_1: Okay. So I can't get, you know, benefits as of now?

Speaker speaker_0: Correct.

Speaker speaker_1: Um, when, when would I be able to?

Speaker speaker_0: Um, when MAU has their next open enrollment period, which is usually sometime in December, or if you experience the qualified life events that I read off earlier.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: All right. You, too.

Speaker speaker_0: All right, bye-bye.