

Transcript: Justin

Mills-6038562641068032-5404652211060736

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, hello, sir. Um, this is Ann Marie Fly. I work on Crown Agency. Um, so I just got divorced few months ago, and I didn't get a chance to, um... I know I have a, a mail or a message from my agency saying that I'm qualified for MVP benefit, something like that. So, I didn't get a chance to process that or ask about it because like I said, I just got divorced and I was in TRICARE 'cause my ex-husband is in military. I was just wondering, 'cause now I need healthcare. So, I'm trying to figure out how to get healthcare 'cause I've been in TRICARE for almost 10 years. So, I don't know how this goes and stuff. Like, you know- Yeah, let me check on that for you. Um, so Crown Services, you said? Yes, sir. I think, like, that- What's the last four of your Social? ... only amount of time they gave me, but they... A certain amount time they gave me, but like I said, I was in TRICARE that time, so I didn't, like, you know, like, pay attention to it. And then now- Oh, I understand. ... even with 10 years, I... Yeah, I didn't, I didn't qualify even with 10 years, I got, like, stuff, like, you know, other stuff for me and my kids, but I ha- he had to take me off of TRICARE. Okay, what's the last four of your Social so I can pull your file for you? 8733. And your first and last name? Ann Marie Fly. And for security purposes, could you verify your home address, including city, state and zip code, Ann Marie? 1138 Tide Bay Drive, Zakarville, Tennessee 3740. And your date of birth? June 3rd, 1987. And a good telephone number have a 704-813-8238? Yes, sir. And the email have as annfly03 at Gmail? At gmail.com, yes. Okay, um, when did you start with Crown Services? I started 2016 and then I left 'cause we got station in New Jersey. Uh, so I left 2018 and then went back 2022, I think, if I'm not mistaken. Okay, did you start a new assignment here recently or no? Uh... New assignment? It's the, the same patient aid. Okay, um, so I do know that you have 30 days to be enrolled in the benefits, 'cause that's considered your personal open enrollment period from your first paycheck. However, you stated you were divorced. Did it happen in the past 30 days? Uh-huh. 'Cause in order for the QLE to be approved, it would have to happen in the past 30 days. Uh-huh. Yeah, I got divorced- All right. ... uh, April 10th, 2024. So, that's longer than 30 days. Yeah. Um, so unfortunately, we wouldn't be able to process that qualified life event because it's past the 30-day mark. It would have to be within- Ah. ... 30 days. Right. So, I'm not... I'm not qualified no more to apply for it? Correct, and you're outside of your personal open enrollment period, which is 30 days from your first initial paycheck, and company- Uh-huh. ... open enrollment period, which is usually sometime in December. Oh, sometimes in December. Okay. Is there anything else I can assist you with today? Yeah, that'd be all, sir. And this, this is the... Uh, what is this called? What do you mean? Like, this, um... Like, the healthcare. Is it the MVP? Um, no, this... Well, that's the major medical plan that's offered through Crown Services, um, but- Ah. ... like I said, there would be an eligibility review done on you, uh, but- Uh-huh. ... since you stated you haven't recently started an assignment, um,

you're not eligible 'cause you've been on assignment since 2016 and 2023. Okay. Okay . Well, thank you. You're welcome. You have a great weekend, okay? Okay, you too. Thank you. Bye-bye. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Yes, hello, sir. Um, this is Ann Marie Fly. I work on Crown Agency. Um, so I just got divorced few months ago, and I didn't get a chance to, um... I know I have a, a mail or a message from my agency saying that I'm qualified for MVP benefit, something like that. So, I didn't get a chance to process that or ask about it because like I said, I just got divorced and I was in TRICARE 'cause my ex-husband is in military. I was just wondering, 'cause now I need healthcare . So, I'm trying to figure out how to get healthcare 'cause I've been in TRICARE for almost 10 years. So, I don't know how this goes and stuff. Like, you know-

Speaker speaker_0: Yeah, let me check on that for you. Um, so Crown Services, you said?

Speaker speaker_1: Yes, sir. I think, like, that-

Speaker speaker_0: What's the last four of your Social?

Speaker speaker_1: ... only amount of time they gave me, but they... A certain amount time they gave me, but like I said, I was in TRICARE that time, so I didn't, like, you know, like, pay attention to it. And then now-

Speaker speaker_0: Oh, I understand.

Speaker speaker_1: ... even with 10 years, I... Yeah, I didn't, I didn't qualify even with 10 years, I got, like, stuff, like, you know, other stuff for me and my kids, but I ha- he had to take me off of TRICARE.

Speaker speaker_0: Okay, what's the last four of your Social so I can pull your file for you?

Speaker speaker_1: 8733.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Ann Marie Fly.

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

Speaker speaker_1: 1138 Tide Bay Drive, Zakarville, Tennessee 3740.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: June 3rd, 1987.

Speaker speaker_0: And a good telephone number have a 704-813-8238?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email have as annfly03 at Gmail?

Speaker speaker_1: At gmail.com, yes.

Speaker speaker_0: Okay, um, when did you start with Crown Services?

Speaker speaker_1: I started 2016 and then I left 'cause we got station in New Jersey. Uh, so I left 2018 and then went back 2022, I think, if I'm not mistaken.

Speaker speaker_0: Okay, did you start a new assignment here recently or no?

Speaker speaker_1: Uh... New assignment? It's the, the same patient aid.

Speaker speaker_0: Okay, um, so I do know that you have 30 days to be enrolled in the benefits, 'cause that's considered your personal open enrollment period from your first paycheck. However, you stated you were divorced. Did it happen in the past 30 days?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: 'Cause in order for the QLE to be approved, it would have to happen in the past 30 days.

Speaker speaker_1: Uh-huh. Yeah, I got divorced-

Speaker speaker_0: All right.

Speaker speaker_1: ... uh, April 10th, 2024.

Speaker speaker_0: So, that's longer than 30 days.

Speaker speaker_1: Yeah .

Speaker speaker_0: Um, so unfortunately, we wouldn't be able to process that qualified life event because it's past the 30-day mark. It would have to be within-

Speaker speaker_1: Ah.

Speaker speaker_0: ... 30 days.

Speaker speaker_1: Right. So, I'm not... I'm not qualified no more to apply for it?

Speaker speaker_0: Correct, and you're outside of your personal open enrollment period, which is 30 days from your first initial paycheck, and company-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... open enrollment period, which is usually sometime in December.

Speaker speaker_1: Oh, sometimes in December. Okay.

Speaker speaker_0: Is there anything else I can assist you with today?

Speaker speaker_1: Yeah, that'd be all, sir. And this, this is the... Uh, what is this called?

Speaker speaker_0: What do you mean?

Speaker speaker_1: Like, this, um... Like, the healthcare. Is it the MVP?

Speaker speaker_0: Um, no, this... Well, that's the major medical plan that's offered through Crown Services, um, but-

Speaker speaker_1: Ah.

Speaker speaker_0: ... like I said, there would be an eligibility review done on you, uh, but-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... since you stated you haven't recently started an assignment, um, you're not eligible 'cause you've been on assignment since 2016 and 2023.

Speaker speaker_1: Okay. Okay . Well, thank you.

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

Speaker speaker_1: Okay, you too. Thank you. Bye-bye.

Speaker speaker_0: All right, bye-bye.