

Transcript: Justin

Mills-6225818239680512-6238295086120960

Full Transcript

Thank you for calling Benefits and Your Card. This is Justin. How can I help you today? Yeah, I know, uh, this, uh, I received this Medicare for my... Uh, how, how, how, first, first you want to know, where do I receive this, uh, this card? Um, do you work for a staffing agency? Yes. What's the name of that staffing agency? Crown Staffing. Okay, well, I do know that Crown Services usually automatically enrolls their new hires into a medical plan usually 30 days after their first paycheck, so that's probably what the ID card is. It's for health insurance. Health insurance, so I can use this to, uh, text you? Um, for doctor's appointments, hospitals, yes. Do you know how much they're charging me at my work s- so in order to get this? Uh, let me try pulling your file. So Crown Services, what's the last four of your Social? 4083. And your first and last name? Bien Behnad. And for security purposes, could you verify your home address, including city, state and zip code? 1305 Tempest Way, Little Rock, country, 40216. And your date of birth? August 11, 2000. And a good telephone number I have is 502-795-9280. 502-795-9280, yes. Uh, and the email I have is BMsKevin20@gmail. Gmail, yes. Mm-hmm. Okay, so looking at the file, that's the MEC TeleRx which covers preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy, at \$15.67 per week. \$15? Um, it's \$15.67 per week. That's how much the premium is for that insurance. Oh, every thir- every week, right? Correct. Okay. Is, is there a way I can add somebody too? Um, so unfortunately you're outside of your personal open enrollment period, um, so we wouldn't be able to add anyone unless you experienced a qualified life event or if you were in Crown Services' next open enrollment period. Look, I was trying to ask somebody like, like my, like my son or somebody, Medicaid. Okay, so like I said, um, you're outside of your personal open enrollment period which is 30 days from your first paycheck, so you would need to either experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child or involuntary loss of coverage, or waiting until Crown Services' next open enrollment period to add your child to the coverage. So when do we make this? Um, so the next open enrollment is sometime in December. Oh, next year. I'm in December. December of this year, yes. Oh. Yeah, 'cause I have, I have my wife also, she doesn't have Medicaid, so I don't know what to do. Um, so I honestly don't know what e- I don't, don't know what else to do either. Um, but like I said, you're outside of your personal open enrollment period and company open enrollment, so we wouldn't be able to add your child to the coverage. Mm-hmm. Is there anything else I can help you out with today? I would appreciate that. You're welcome. You have a great day, all right? Mm-hmm.

Conversation Format

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

Speaker speaker_1: Yeah, I know, uh, this, uh, I received this Medicare for my... Uh, how, how, how, first, first you want to know, where do I receive this, uh, this card?

Speaker speaker_0: Um, do you work for a staffing agency?

Speaker speaker_1: Yes.

Speaker speaker_0: What's the name of that staffing agency?

Speaker speaker_1: Crown Staffing.

Speaker speaker_0: Okay, well, I do know that Crown Services usually automatically enrolls their new hires into a medical plan usually 30 days after their first paycheck, so that's probably what the ID card is. It's for health insurance.

Speaker speaker_1: Health insurance, so I can use this to, uh, text you?

Speaker speaker_0: Um, for doctor's appointments, hospitals, yes.

Speaker speaker_1: Do you know how much they're charging me at my work s- so in order to get this?

Speaker speaker_0: Uh, let me try pulling your file. So Crown Services, what's the last four of your Social?

Speaker speaker_1: 4083.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Bien Behnad.

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

Speaker speaker_1: 1305 Tempest Way, Little Rock, country, 40216.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: August 11, 2000.

Speaker speaker_0: And a good telephone number I have is 502-795-9280.

Speaker speaker_1: 502-795-9280, yes.

Speaker speaker_0: Uh, and the email I have is BMsKevin20@gmail.

Speaker speaker_1: Gmail, yes. Mm-hmm.

Speaker speaker_0: Okay, so looking at the file, that's the MEC TeleRx which covers preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy, at \$15.67 per week.

Speaker speaker_1: \$15?

Speaker speaker_0: Um, it's \$15.67 per week. That's how much the premium is for that insurance.

Speaker speaker_1: Oh, every thir- every week, right?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. Is, is there a way I can add somebody too?

Speaker speaker_0: Um, so unfortunately you're outside of your personal open enrollment period, um, so we wouldn't be able to add anyone unless you experienced a qualified life event or if you were in Crown Services' next open enrollment period.

Speaker speaker_1: Look, I was trying to ask somebody like, like my, like my son or somebody, Medicaid.

Speaker speaker_0: Okay, so like I said, um, you're outside of your personal open enrollment period which is 30 days from your first paycheck, so you would need to either experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child or involuntary loss of coverage, or waiting until Crown Services' next open enrollment period to add your child to the coverage.

Speaker speaker_1: So when do we make this?

Speaker speaker_0: Um, so the next open enrollment is sometime in December.

Speaker speaker_1: Oh, next year. I'm in December.

Speaker speaker_0: December of this year, yes.

Speaker speaker_1: Oh. Yeah, 'cause I have, I have my wife also, she doesn't have Medicaid, so I don't know what to do.

Speaker speaker_0: Um, so I honestly don't know what e- I don't, don't know what else to do either. Um, but like I said, you're outside of your personal open enrollment period and company open enrollment, so we wouldn't be able to add your child to the coverage.

Speaker speaker_1: Mm-hmm.

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

Speaker speaker_1: I would appreciate that.

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

Speaker speaker_1: Mm-hmm.