

Transcript: Justin

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Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hey, Justin. How you doing? Doing pretty well, and yourself? I'm pretty good. I'm pretty good. So, I am insured, um, through you guys through my employer and- Mm-hmm. ... I don't know if I'm calling the right people, but I'm trying to add my wife to my dental insurance. Okay. Um, what's the staffing agency you work for? Um, MAU. And the last four of your Social? 9994. And what was your first and last name? Marcella Sullivan. Okay. And, uh, for security purposes, can you verify your home address, including city, state and zip code, Marcella? Yes, sir. Um, 116 New Gate Drive, Simpsonville, South Carolina 29681. And your date of birth? 07-28-1985. And your capital phone number I have is 864-508-9132? That is correct. And the email I have is posepacinosullivan@gmail? That's correct. Okay, so let's see here. Um, let's see. Here, when did you start with MAU? Um, I've been working with MAU for... I started in October of '23. Okay. And you haven't had any break in assignment since then, or no? No, sir. Okay. Um, so I do know that, um, you were... That MAU does have a company-wide open enrollment period, usually sometime in December, um, and looks like you're outside of your personal open enrollment period. So unfortunately, I wouldn't be able to add your spouse to your dental coverage right now unless you were in company open enrollment period or if you experienced a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage. Okay. Um, man, uh, basically she tried to... Let's see. I, I tried... When the enrollment period happened, um, so basically she was still working her job then and now she's not working her job, and that's the reason I was trying to add it. But I... Even with that, even it happening, I can't add her? Um, correct, because it's in... It's... That was voluntary. Did she, did she lose her dental coverage, like voluntary or was it involuntary? Meaning did she leave or did she get fired? It was, uh, voluntary. Voluntary. So yes, sir, it's involuntary loss of coverage is considered a qualified life event. Okay. Okay. Um, well, is there anything else I can assist you with today, Mr. Sullivan? Um, no, sir. Awesome. Well, thank you for calling Benefits on a Card, and I hope you have a wonderful day, okay? All right. You, too. Thank you. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hey, Justin. How you doing?

Speaker speaker_0: Doing pretty well, and yourself?

Speaker speaker_1: I'm pretty good. I'm pretty good. So, I am insured, um, through you guys through my employer and-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... I don't know if I'm calling the right people, but I'm trying to add my wife to my dental insurance.

Speaker speaker_0: Okay. Um, what's the staffing agency you work for?

Speaker speaker_1: Um, MAU.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 9994.

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

Speaker speaker_1: Marcella Sullivan.

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

Speaker speaker_1: Yes, sir. Um, 116 New Gate Drive, Simpsonville, South Carolina 29681.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 07-28-1985.

Speaker speaker_0: And your capital phone number I have is 864-508-9132?

Speaker speaker_1: That is correct.

Speaker speaker_0: And the email I have is posepacinosullivan@gmail?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay, so let's see here. Um, let's see. Here, when did you start with MAU?

Speaker speaker_1: Um, I've been working with MAU for... I started in October of '23.

Speaker speaker_0: Okay. And you haven't had any break in assignment since then, or no?

Speaker speaker_1: No, sir.

Speaker speaker_0: Okay. Um, so I do know that, um, you were... That MAU does have a company-wide open enrollment period, usually sometime in December, um, and looks like you're outside of your personal open enrollment period. So unfortunately, I wouldn't be able to add your spouse to your dental coverage right now unless you were in company open enrollment period or if you experienced 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. Um, man, uh, basically she tried to... Let's see. I, I tried... When the enrollment period happened, um, so basically she was still working her job then and now she's not working her job, and that's the reason I was trying to add it. But I... Even with that, even it happening, I can't add her?

Speaker speaker_0: Um, correct, because it's in... It's... That was voluntary. Did she, did she lose her dental coverage, like voluntary or was it involuntary? Meaning did she leave or did she get fired?

Speaker speaker_1: It was, uh, voluntary.

Speaker speaker_0: Voluntary. So yes, sir, it's involuntary loss of coverage is considered a qualified life event.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, well, is there anything else I can assist you with today, Mr. Sullivan?

Speaker speaker_1: Um, no, sir.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits on a Card, and I hope you have a wonderful day, okay?

Speaker speaker_1: All right. You, too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.