

## **Transcript: Justin**

**Mills-6600645586108416-6200456035614720**

### **Full Transcript**

Thank you for calling Benefits and Our Cards. This is Justin. How can I help you today? Hello. My name is Michelle, and I wanted to see, uh, if I can enroll in health insurance. Okay. What's the staffing agency you work for? BG Multi-Family. And the last four of your Social? Uh, 2964. And for security purposes, can you verify your home address, including city, state and zip code, Michelle? 8510 Beechcraft Street, Unit B, Houston, Texas 77036. And confirm your date of birth? 12/24/1995. And a good telephone number have is 832-805-5943? Yes. And the email I have is michelleprovon20 at gmail? Uh, yes. Okay. Um, quick question. When did you start with BG Staffing? Um, October. Okay. Did you start a new assignment here lately? A new assignment? Uh, like, a job? Yes, I'm currently this week working. Okay. Well, what I'm asking is, did you start a new assignment here recently? What's that? Meaning, did you... When you worked for BG Staffing, you left, and then you recently came back and started a new position? Hmm, no. Okay. I started just October. Okay. Um, so the only reason why I asked that is because we have the hire date from October 24th of 2024. Mm-hmm. And I do know that your personal open enrollment period is 30 days from that date, uh, which is October- or November 24th. So unfortunately, we're outside of your personal open enrollment period and company open enrollment period. So unfortunately, we wouldn't be able to enroll you right now, unless you experienced a qualified life event, or if you were in BG Staffing's next open enrollment period. However, a qualified life event would be considered as marriage or divorce, births or adoption of a child, or involuntary loss of coverage. Um, no. Did I miss something? Like, a recent marriage. Did it happen within the past 30 days? No. Okay, so- No, no. No, recent. Okay. So everything- Mm-hmm. Okay. So for a qualified life event to be considered, uh, eligible, um, things would have to happen within the past 30 days. Okay, no. And when is the next period available? Uh, enrollment? Yeah, let me check on that. Let's see here. BG Staffing. So it looks like BG Staffing had their last open enrollment from August 19th to September 27th. So I presume sometime around that time this year. August? Okay. August, around what day is that, 17 or 27? 17? Um, so around... So August 19th- Mm-hmm. ... to September 27th. Okay. So that's the period. I will have to wait for that. Or can I leave my information, or can I hear any information that... so I could get a heads-up or anything? Uh, well, I do know that BG Staffing usually sends out mass text messages to all of their employees- Mm-hmm. ... usually a week or two before open enrollment period happens. So as long as your telephone number is updated in our system, which it is, um, you will receive that text message regarding open enrollment. Okay. Okay. So thank you very much. You're welcome. You have a great day, Michelle. Okay? You too. Thank you. All right, bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Our Cards. This is Justin. How can I help you today?

Speaker speaker\_1: Hello. My name is Michelle, and I wanted to see, uh, if I can enroll in health insurance.

Speaker speaker\_0: Okay. What's the staffing agency you work for?

Speaker speaker\_1: BG Multi-Family.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: Uh, 2964.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code, Michelle?

Speaker speaker\_1: 8510 Beechcraft Street, Unit B, Houston, Texas 77036.

Speaker speaker\_0: And confirm your date of birth?

Speaker speaker\_1: 12/24/1995.

Speaker speaker\_0: And a good telephone number have is 832-805-5943?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have is michelleprovon20 at gmail?

Speaker speaker\_1: Uh, yes.

Speaker speaker\_0: Okay. Um, quick question. When did you start with BG Staffing?

Speaker speaker\_1: Um, October.

Speaker speaker\_0: Okay. Did you start a new assignment here lately?

Speaker speaker\_1: A new assignment? Uh, like, a job? Yes, I'm currently this week working.

Speaker speaker\_0: Okay. Well, what I'm asking is, did you start a new assignment here recently?

Speaker speaker\_1: What's that?

Speaker speaker\_0: Meaning, did you... When you worked for BG Staffing, you left, and then you recently came back and started a new position?

Speaker speaker\_1: Hmm, no.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I started just October.

Speaker speaker\_0: Okay. Um, so the only reason why I asked that is because we have the hire date from October 24th of 2024.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And I do know that your personal open enrollment period is 30 days from that date, uh, which is October- or November 24th. So unfortunately, we're outside of your personal open enrollment period and company open enrollment period. So unfortunately, we wouldn't be able to enroll you right now, unless you experienced a qualified life event, or if you were in BG Staffing's next open enrollment period. However, a qualified life event would be considered as marriage or divorce, births or adoption of a child, or involuntary loss of coverage.

Speaker speaker\_2: Um, no. Did I miss something?

Speaker speaker\_1: Like, a recent marriage.

Speaker speaker\_0: Did it happen within the past 30 days?

Speaker speaker\_1: No.

Speaker speaker\_2: Okay, so-

Speaker speaker\_1: No, no. No, recent.

Speaker speaker\_2: Okay. So everything-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay. So for a qualified life event to be considered, uh, eligible, um, things would have to happen within the past 30 days.

Speaker speaker\_1: Okay, no. And when is the next period available? Uh, enrollment?

Speaker speaker\_0: Yeah, let me check on that. Let's see here. BG Staffing. So it looks like BG Staffing had their last open enrollment from August 19th to September 27th. So I presume sometime around that time this year.

Speaker speaker\_1: August? Okay. August, around what day is that, 17 or 27? 17?

Speaker speaker\_0: Um, so around... So August 19th-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... to September 27th.

Speaker speaker\_1: Okay. So that's the period. I will have to wait for that. Or can I leave my information, or can I hear any information that... so I could get a heads-up or anything?

Speaker speaker\_0: Uh, well, I do know that BG Staffing usually sends out mass text messages to all of their employees-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... usually a week or two before open enrollment period happens. So as long as your telephone number is updated in our system, which it is, um, you will receive that text message regarding open enrollment.

Speaker speaker\_1: Okay. Okay. So thank you very much.

Speaker speaker\_0: You're welcome. You have a great day, Michelle. Okay?

Speaker speaker\_1: You too. Thank you.

Speaker speaker\_0: All right, bye-bye.