

Transcript: Malcolm

Nash-6333423369535488-5948322408251392

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Uh, I was calling because I wanted to enroll for the, um, uh, the health benefits. And what staffing company do you work for? Partners Personnel. What's the last four of your social? Uh, 2769. First name? Uriel. U-R-I-E-L. Last name? Ramirez. And for security purposes, can you verify your address and date of birth for me? Yeah. So it'd be 15 Railroad, uh, Close, California, 93612. And date of birth is 8/22/94. Yes. We got your phone number, 559-573-1955. Correct. And the email is skilled2muc@yahoo.com? Correct. Thank you. So it looks like you're already enrolled in coverage, sir. Oh, that's it? Yeah. You have the dental and the vision plan. Oh, okay. Got it. Um, what if... W- is that gonna... Is that for, for 2025 or that... just for this year? Uh, it looks like you previously got enrolled in this in 9/23/24. Oh, okay. Got it. Yeah, I was, um... I, I wanted to do... to enroll for, for 2025. I don't know, 'cause I, I, um, I started my, um, my employment here about two and a half months ago. So I don't know if I have to re-enroll or anything. So it looks like the renewal was... has already passed for this year, and look... it was Jan- it was October 14th through the 25th. Oh, got it. Um, so when does... The coverage that I have now, when does that end? So it would end if either you stop working there or you had to have a qualifying life event, such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier because of Section 125. Got it. Okay. So that coverage, whatever I, I'm enrolled in for, that I'll stay with that, right? I don't have to re-enroll or anything? No, sir. No, sir. Got it. All right. Thank you. Appreciate it. No problem. Was there anything else I could help you with today, Mr. Ramirez? No, that was it. I just wanted to... Yeah, I wanted to see if I was able to enroll for the... for medica- for medical benefits. Yes, sir. If you wanted to get enrolled in medical, you just have to have a qualifying life event at this point, because you missed the open enrollment for Partners Personnel. So you have to have a... either get married or have a divorce, gain or lose coverage from another coverag- of hmm, another carrier, or you have to have a child or an adoptive- Okay. Got it. Thank... Well, thank you. Thank you very much. No problem, Mr. Ramirez. Was there anything else I could help you with today? No, that'll be it. All right. Thanks for calling Benefits in the Car. I hope you have a great weekend, man. All right. You as well. Thank you. Bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_2: Uh, I was calling because I wanted to enroll for the, um, uh, the health benefits.

Speaker speaker_1: And what staffing company do you work for?

Speaker speaker_2: Partners Personnel.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: Uh, 2769.

Speaker speaker_1: First name?

Speaker speaker_2: Uriel. U-R-I-E-L.

Speaker speaker_1: Last name?

Speaker speaker_2: Ramirez.

Speaker speaker_1: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Yeah. So it'd be 15 Railroad, uh, Close, California, 93612. And date of birth is 8/22/94.

Speaker speaker_1: Yes. We got your phone number, 559-573-1955.

Speaker speaker_2: Correct.

Speaker speaker_1: And the email is skilled2muc@yahoo.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Thank you. So it looks like you're already enrolled in coverage, sir.

Speaker speaker_2: Oh, that's it?

Speaker speaker_1: Yeah. You have the dental and the vision plan.

Speaker speaker_2: Oh, okay. Got it. Um, what if... W- is that gonna... Is that for, for 2025 or that... just for this year?

Speaker speaker_1: Uh, it looks like you previously got enrolled in this in 9/23/24.

Speaker speaker_2: Oh, okay. Got it. Yeah, I was, um... I, I wanted to do... to enroll for, for 2025. I don't know, 'cause I, I, um, I started my, um, my employment here about two and a half months ago. So I don't know if I have to re-enroll or anything.

Speaker speaker_1: So it looks like the renewal was... has already passed for this year, and look... it was Jan- it was October 14th through the 25th.

Speaker speaker_2: Oh, got it. Um, so when does... The coverage that I have now, when does that end?

Speaker speaker_1: So it would end if either you stop working there or you had to have a qualifying life event, such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier because of Section 125.

Speaker speaker_2: Got it. Okay. So that coverage, whatever I, I'm enrolled in for, that I'll stay with that, right? I don't have to re-enroll or anything?

Speaker speaker_1: No, sir. No, sir.

Speaker speaker_2: Got it. All right. Thank you. Appreciate it.

Speaker speaker_1: No problem. Was there anything else I could help you with today, Mr. Ramirez?

Speaker speaker_2: No, that was it. I just wanted to... Yeah, I wanted to see if I was able to enroll for the... for medica- for medical benefits.

Speaker speaker_1: Yes, sir. If you wanted to get enrolled in medical, you just have to have a qualifying life event at this point, because you missed the open enrollment for Partners Personnel. So you have to have a... either get married or have a divorce, gain or lose coverage from another coverag- of hmm, another carrier, or you have to have a child or an adoptive-

Speaker speaker_2: Okay. Got it. Thank... Well, thank you. Thank you very much.

Speaker speaker_1: No problem, Mr. Ramirez. Was there anything else I could help you with today?

Speaker speaker_2: No, that'll be it.

Speaker speaker_1: All right. Thanks for calling Benefits in the Car. I hope you have a great weekend, man.

Speaker speaker_2: All right. You as well. Thank you. Bye.

Speaker speaker_1: Thank you. Bye.