

## **Transcript: Pamela**

**Blanc-5095766072279040-6490147387916288**

### **Full Transcript**

Thank you for calling Benefits and Empires, this is Pamela. How may I help you? Um, yeah, they gave me this number just to find out if, if I applied for, uh, health insurance through the, through the company that, uh, the agency that I'm working. Okay, and who else do you work for? For Partners Personnel. Okay. So, uh, as far as- Because I wanted to go, I wanted to see if I can get, so I wanted to s- to set up a doctor's appointment and I was wondering if I was, I was, I was paying for health insurance. Okay, so let me get the last four digits of your Social so I can pull up your file. 8609. Your first and last name? Edgar Tapia. Mr. Tapia, for security reasons just to make sure we are in the correct file, can you please per- verify the complete address and date of birth? 925 South Orion Avenue, Santa Ana, California 92701. And date of birth is 01/01/1970. All right. Thank you for the information. We have a set up number on file, 714-914-7694 and your email is aguilaatlas@yahoo.com? Yes. Could you repeat the phone number because I- 714-914-7695. Oh, yeah, that's, that's, that's one of the phone numbers because I gave two. So no, you are not enrolled in the benefits. Oh, okay. All right. So do I have to apply at Partners for, for some benefits or no? You're going to have to wait for company open enrollment. They usually do it in Nov- uh, May, no, May, I'm sorry May, October. So all the way to October? Yes, unless you have a qualified live event that qualify you to enroll which, let's say if you lost benefits with another carrier for the last 30, in the last 30 days those are the, that or newborn baby, everything has to be under the, the 30 days. Oh, okay. All righty. A- and that usually is notified by the Partners personnel? Yes. They do send, and they send out texts and emails. Okay. All righty. Thanks a lot. Mm-hmm. Thank you for giving us a call. Have a wonderful rest of the day. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Empires, this is Pamela. How may I help you?

Speaker speaker\_1: Um, yeah, they gave me this number just to find out if, if I applied for, uh, health insurance through the, through the company that, uh, the agency that I'm working.

Speaker speaker\_0: Okay, and who else do you work for?

Speaker speaker\_1: For Partners Personnel.

Speaker speaker\_0: Okay. So, uh, as far as-

Speaker speaker\_1: Because I wanted to go, I wanted to see if I can get, so I wanted to s- to set up a doctor's appointment and I was wondering if I was, I was, I was paying for health insurance.

Speaker speaker\_0: Okay, so let me get the last four digits of your Social so I can pull up your file.

Speaker speaker\_1: 8609.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Edgar Tapia.

Speaker speaker\_0: Mr. Tapia, for security reasons just to make sure we are in the correct file, can you please per- verify the complete address and date of birth?

Speaker speaker\_1: 925 South Orion Avenue, Santa Ana, California 92701. And date of birth is 01/01/1970.

Speaker speaker\_0: All right. Thank you for the information. We have a set up number on file, 714-914-7694 and your email is aguilaatlas@yahoo.com?

Speaker speaker\_1: Yes. Could you repeat the phone number because I-

Speaker speaker\_0: 714-914-7695.

Speaker speaker\_1: Oh, yeah, that's, that's, that's one of the phone numbers because I gave two.

Speaker speaker\_0: So no, you are not enrolled in the benefits.

Speaker speaker\_1: Oh, okay. All right. So do I have to apply at Partners for, for some benefits or no?

Speaker speaker\_0: You're going to have to wait for company open enrollment. They usually do it in Nov- uh, May, no, May, I'm sorry May, October.

Speaker speaker\_1: So all the way to October?

Speaker speaker\_0: Yes, unless you have a qualified live event that qualify you to enroll which, let's say if you lost benefits with another carrier for the last 30, in the last 30 days those are the, that or newborn baby, everything has to be under the, the 30 days.

Speaker speaker\_1: Oh, okay. All righty. A- and that usually is notified by the Partners personnel?

Speaker speaker\_0: Yes. They do send, and they send out texts and emails.

Speaker speaker\_1: Okay. All righty. Thanks a lot.

Speaker speaker\_0: Mm-hmm. Thank you for giving us a call. Have a wonderful rest of the day.

Speaker speaker\_1: Thank you.