

## **Transcript: Pamela**

**Blanc-5503084056756224-6136421578391552**

### **Full Transcript**

... for calling 90 Degree Benefits, the administrator for benefits in a card members. Please select from the following options to ensure you are directed to the appropriate party to answer your questions. For questions on IMA Mech Wellness, MVP plans, or COBRA enrollment, please press one. For questions on the APL Hospital Indemnity Plans or dental coverage, please press two. For questions on the Vision Plan, please press three. If you are an employee and you have questions on your active enrollment, please press four. To hear this message again, please press the star key. Thank you. Thank you for calling 90 Degree Benefits, the administrator for benefits in a card members. Please select from the following options to ensure you are directed to the appropriate party to answer your questions. For questions on IMA Mech Wellness, MVP plans, or COBRA enrollment, please press one. For questions on the APL Hospital Indemnity Plans or dental coverage, please press two. For questions on the Vision Plan, please press three. If you are an employee and you have questions on your active enrollment, please press four. To hear this message again, please press the star key. Thank you. 90 Degree Benefits, this is Lisa. How can I help you? Uh, yes. Hello. I called in about, uh, COBRA. Yes, I'm calling about a, uh, letter I got in the mail, uh, about COBRA continuation coverage. That's what this is about. Okay, can I get your, um... Okay, can I get your employee ID number or your Social Security number so I can look at that? Uh, I'm not employed right now with... Okay, what's your Social Security number? Hello? Can you hear me? Yeah. Number is 459-43-5625. And what is your name? Leroy Coy. All right, and how can I help you? Uh, I'm just concerned about what the letter is about, that I received about... Um- So that's just offering you the opportunity to continue the- ... the continuation. Hello? Okay, that's offering you the opportunity to continue the coverage that you had with Hamilton-Riker. Um, if you wanted to continue that coverage, you could, um, complete that election form and pay the premiums out of pocket. If you do not want to continue that coverage, just disregard that paperwork and your coverage will remain termed as of October 27th of '24. What, what is this coverage from? Like, when- Yeah, tell him about- ... when I used to work at or? ... tell him about your coverage. Yes, it was, it was through Hamilton-Riker. Hamilton-Riker. I don't- And it was... Yes, And it was only active from October 14th to October 27th. Oh, okay. Your lord. Uh, the... This year? Yes. Can, can you tell me like what company was that from? What company was that from? Like... It was through Hamilton-Riker. I'm not even enrolled in nothing. The staffing agency. I don't, I don't know who you were working for through them. Okay, yeah. I have no idea. Okay, yes. No, yes. Okay, I understand. Yeah, and, and a lot of these groups- Oh, okay, yes. ... um, automatically enroll you unless you opt out of it. Um, and it was just a wellness-only plan, so it only covered your preventative care, like an annual- Uh-huh. ... physical, your routine immunizations like the flu shot. Stuff like that. Oh, okay. Yeah. Oh, okay. Okay, well, thank you then. I'm sorry. You're

welcome. No, you're fine. Have a good day. Right. Okay, bye. Bye-bye.

## Conversation Format

Speaker speaker\_0: ... for calling 90 Degree Benefits, the administrator for benefits in a card members. Please select from the following options to ensure you are directed to the appropriate party to answer your questions. For questions on IMA Mech Wellness, MVP plans, or COBRA enrollment, please press one. For questions on the APL Hospital Indemnity Plans or dental coverage, please press two. For questions on the Vision Plan, please press three. If you are an employee and you have questions on your active enrollment, please press four. To hear this message again, please press the star key. Thank you. Thank you for calling 90 Degree Benefits, the administrator for benefits in a card members. Please select from the following options to ensure you are directed to the appropriate party to answer your questions. For questions on IMA Mech Wellness, MVP plans, or COBRA enrollment, please press one. For questions on the APL Hospital Indemnity Plans or dental coverage, please press two. For questions on the Vision Plan, please press three. If you are an employee and you have questions on your active enrollment, please press four. To hear this message again, please press the star key. Thank you.

Speaker speaker\_1: 90 Degree Benefits, this is Lisa. How can I help you?

Speaker speaker\_2: Uh, yes.

Speaker speaker\_1: Hello.

Speaker speaker\_2: I called in about, uh, COBRA. Yes, I'm calling about a, uh, letter I got in the mail, uh, about COBRA continuation coverage. That's what this is about.

Speaker speaker\_1: Okay, can I get your, um... Okay, can I get your employee ID number or your Social Security number so I can look at that?

Speaker speaker\_2: Uh, I'm not employed right now with...

Speaker speaker\_1: Okay, what's your Social Security number?

Speaker speaker\_2: Hello? Can you hear me?

Speaker speaker\_3: Yeah.

Speaker speaker\_2: Number is 459-43-5625.

Speaker speaker\_1: And what is your name?

Speaker speaker\_2: Leroy Coy.

Speaker speaker\_1: All right, and how can I help you?

Speaker speaker\_2: Uh, I'm just concerned about what the letter is about, that I received about... Um-

Speaker speaker\_1: So that's just offering you the opportunity to continue the-

Speaker speaker\_2: ... the continuation. Hello?

Speaker speaker\_1: Okay, that's offering you the opportunity to continue the coverage that you had with Hamilton-Riker. Um, if you wanted to continue that coverage, you could, um, complete that election form and pay the premiums out of pocket. If you do not want to continue that coverage, just disregard that paperwork and your coverage will remain termed as of October 27th of '24.

Speaker speaker\_2: What, what is this coverage from? Like, when-

Speaker speaker\_3: Yeah, tell him about-

Speaker speaker\_2: ... when I used to work at or?

Speaker speaker\_3: ... tell him about your coverage.

Speaker speaker\_1: Yes, it was, it was through Hamilton-Riker.

Speaker speaker\_2: Hamilton-Riker. I don't-

Speaker speaker\_1: And it was... Yes, And it was only active from October 14th to October 27th.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_3: Your lord.

Speaker speaker\_2: Uh, the... This year?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Can, can you tell me like what company was that from? What company was that from? Like...

Speaker speaker\_1: It was through Hamilton-Riker.

Speaker speaker\_2: I'm not even enrolled in nothing.

Speaker speaker\_1: The staffing agency. I don't, I don't know who you were working for through them.

Speaker speaker\_2: Okay, yeah.

Speaker speaker\_1: I have no idea.

Speaker speaker\_2: Okay, yes. No, yes. Okay, I understand.

Speaker speaker\_1: Yeah, and, and a lot of these groups-

Speaker speaker\_2: Oh, okay, yes.

Speaker speaker\_1: ... um, automatically enroll you unless you opt out of it. Um, and it was just a wellness-only plan, so it only covered your preventative care, like an annual-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... physical, your routine immunizations like the flu shot. Stuff like that.

Speaker speaker\_2: Oh, okay. Yeah. Oh, okay. Okay, well, thank you then. I'm sorry.

Speaker speaker\_1: You're welcome. No, you're fine. Have a good day.

Speaker speaker\_2: Right. Okay, bye.

Speaker speaker\_1: Bye-bye.