

Transcript: Pamela

Blanc-6486362554155008-5674014620827648

Full Transcript

Thank you for calling benefits now. We have a receipt for that. Hello? This is Sophie. Hi, um, this is Miranda. I was wondering if I was enrolled in health insurance. Who do you work for, ma'am? Uh, personal partner. May I have the last four digits of your Social so I can pull up your file? 2406. Maria. I'm not seeing it. Your first and last- Maria Cohen? Miranda Tafoya? What was the last name again? Tafoya? . Do you have any other last name, ma'am? Yes, Ochoa. Thank you for the information, Ms. Ochoa. Can you please verify your complete address and date of birth to make sure I am in the correct file? And for security reasons. Yes. 2343, and my date of birth is August 7th, 2001. We have a phone number, uh, 951-94-6551. Yes. Miranda.Tafoya01@gmail.com is your email. Yes. Um, you are not enrolled in the benefits, ma'am. Okay. Um... So... Yes? Anything else? Anything else? No, I just wanted to know if I was enrolled in the benefits. Thank you for giving us a call. Have a great rest of the day. Question. Hello? Yes, ma'am. Yes, ma'am. Uh, how can I enroll into the benefits? You have to wait for company open enrollment which is, um, they do it in October event. A qualified life event is a, um... Let's say you lost benefits in the last 30 days with another carrier. That would be a qualif-, uh, reason for you to enroll. Okay, so I wouldn't have to wait until October? Yes, ma'am. Okay, 'cause I recently lost my benefits with IHP, with Medi-Cal. And how long has it been? Uh, it was just recent. February, the end of February. February 28th. It hasn't been, uh, done a month? No. Okay. I'm going to, um, email you what we call a qualified life event information. You'll follow up the instructions and, um, send the information back or reply to the same email and allow 20, 48 hours to 72 hours for the eligibility review to go over it and, um, after that I will give you a call and let you know if you were approved to enroll or not. Oh, okay. Okay. So the email will be coming in from info@benefitsinacar. Check your spam mail and junk mail. It might go there. Okay. All right. Anything else I can do? Um, no, that'll be all. All right, thank you for giving us a call. Have a great rest of the day. Thank you, you too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling benefits now. We have a receipt for that.

Speaker speaker_1: Hello? This is Sophie.

Speaker speaker_0: Hi, um, this is Miranda. I was wondering if I was enrolled in health insurance.

Speaker speaker_1: Who do you work for, ma'am?

Speaker speaker_0: Uh, personal partner. May I have the last four digits of your Social so I can pull up your file? 2406.

Speaker speaker_2: Maria.

Speaker speaker_0: I'm not seeing it.

Speaker speaker_1: Your first and last-

Speaker speaker_2: Maria Cohen?

Speaker speaker_0: Miranda Tafoya? What was the last name again? Tafoya?

Speaker speaker_2: .

Speaker speaker_0: Do you have any other last name, ma'am?

Speaker speaker_2: Yes, Ochoa.

Speaker speaker_0: Thank you for the information, Ms. Ochoa. Can you please verify your complete address and date of birth to make sure I am in the correct file? And for security reasons.

Speaker speaker_2: Yes. 2343, and my date of birth is August 7th, 2001.

Speaker speaker_0: We have a phone number, uh, 951-94-6551.

Speaker speaker_2: Yes.

Speaker speaker_0: Miranda.Tafoya01@gmail.com is your email.

Speaker speaker_2: Yes.

Speaker speaker_0: Um, you are not enrolled in the benefits, ma'am.

Speaker speaker_2: Okay. Um...

Speaker speaker_0: So... Yes? Anything else?

Speaker speaker_2: Anything else? No, I just wanted to know if I was enrolled in the benefits.

Speaker speaker_0: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: Question. Hello?

Speaker speaker_0: Yes, ma'am. Yes, ma'am.

Speaker speaker_2: Uh, how can I enroll into the benefits?

Speaker speaker_0: You have to wait for company open enrollment which is, um, they do it in October event. A qualified life event is a, um... Let's say you lost benefits in the last 30 days with another carrier. That would be a qualif-, uh, reason for you to enroll.

Speaker speaker_2: Okay, so I wouldn't have to wait until October?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_2: Okay, 'cause I recently lost my benefits with IHP, with Medi-Cal.

Speaker speaker_0: And how long has it been?

Speaker speaker_2: Uh, it was just recent. February, the end of February. February 28th.

Speaker speaker_0: It hasn't been, uh, done a month?

Speaker speaker_2: No.

Speaker speaker_0: Okay. I'm going to, um, email you what we call a qualified life event information. You'll follow up the instructions and, um, send the information back or reply to the same email and allow 20, 48 hours to 72 hours for the eligibility review to go over it and, um, after that I will give you a call and let you know if you were approved to enroll or not.

Speaker speaker_2: Oh, okay.

Speaker speaker_0: Okay. So the email will be coming in from info@benefitsinacar. Check your spam mail and junk mail. It might go there.

Speaker speaker_2: Okay.

Speaker speaker_0: All right. Anything else I can do?

Speaker speaker_2: Um, no, that'll be all.

Speaker speaker_0: All right, thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: Thank you, you too. Bye-bye.