

Transcript: Pamela

Blanc-6632143568191488-4801157301747712

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Hi, my name is Darcy. Uh, my mom works for HSS, and I just enrolled her for her insurance. Um, and after enrollment, uh, it says pending. So I was wondering, am I... I mean, is there something that we still need to provide that's why it is pending, or is it some other reason that it says pending? Well, it mi- might be because, um, the benefits start the following Monday after we receive the first premium. Mm-hmm. ... from an employer. So it might, it might be that we're still waiting on, on the premium, the payment for the employer. Is your mom with you? Um, with me? What, what do you mean? Oh, it's you. I thought... I'm so sorry. I thought you said your mom enrolled. Yeah. No, no, no, I'm talking about my mom. Uh, I enrolled her, but, but we... This is the first time we enroll, and it says pending. So I'm not sure if its enrollment went through. You know what I'm saying? Okay. I understand. Yeah. Is she with you? No. No. 'Cause we're gonna need her to call, and we could go and, and get... Open her file and see the status of the, of the enrollment. But you could ask her, how long has it been since you guys did the enrollment? I think I, uh... Because she doesn't know a lot of English, I enrolled on behalf of her, and we did it, um, I think on Monday. Oh, no, that's too soon. It's- Yeah. ... the whole process takes about two to three weeks. It's too soon. Y- yes. No, I understand, completely understand that. But my question is, you know how enrollment closes soon, right? And so that pending thing is, let's say we didn't submit something. So- No. ... you know, is that... If that's the case, then enrollment is closed now, and we can't enroll for another year or something. So I'm just worried about that. Okay. So I don't think... If it's something that was missing on your, on your end, um, we will be able to see it, but we definitely need your mom to call with you and give us permission to speak with you, and then we could open the file. And if there's anything missing, which I doubt it, um- Mm-hmm. ... uh, we could find out. But it's always says pending while you are in the process of the enrollment. So I don't think that it's because you guys missed anything, but if you want to be sure, we definitely- Mm-hmm. ... need your mom to be with you when, when you go back. So, uh, I have access to her, uh, online account, like my benefits or whatever that is. Mm-hmm. And it says pending. And I see there is nothing that says I need to do, it's just says pending. I understand that you are asking for my mom to call, but it's gonna be like, she will be speaking on the same phone that I am, uh, speaking right now. I u- I... I understand, but we're gonna... We need to ask her some information- Mm-hmm. ... and she just needs to say yes, no, and, you know, it's not a big deal, but- Mm-hmm. ... we need her, we need her on the phone. But then again- I see. ... I don't think that it's an issue that you missed anything. Mm-hmm. Um, since it was Monday, it will say pending. Mm-hmm. Mm-hmm. But if you want to make sure, all you got to do is like give us a call with your mom on the phone. Mm-hmm. Uh, we're gonna ask her for the last four digits of her Social, of first and last name- Mm-hmm. Mm-hmm. ... and

verify the address and date of birth. After we get that information from your mom, we're gonna ask her- Mm-hmm. ... to give us permission for you to speak on her behalf. But all that information- I see. ... we have to do it over the phone with her. And then- Got it. Understood. ... we could make a note there that, um, you are allowed to speak on her behalf, and we'll put that on the notes. Understood. I see. Okay, and one last question. When does this enrollment for this doc- um, when is, when is the last date for this enrollment? And... What was the name of the staffing agency she works for? HSS. Oh, HSS ends on November... Give me one second, let me double-check the information so I could... I don't want to give you the wrong... Thank you. HSS. 27... Until the 27th of November. So you still have- 27th. Yeah. Yeah, yeah, I still have- Make any changes if, if it's necessary. Thank you. Thank you so much. No, thank you for giving us a call. If there's any other questions or concerns? Thank you. No, that is- All right. That is t- That is all. All right, thank you for giving us a call. Have a great rest of this day. You too. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits

Speaker speaker_2: Hi, my name is Darcy. Uh, my mom works for HSS, and I just enrolled her for her insurance. Um, and after enrollment, uh, it says pending. So I was wondering, am I... I mean, is there something that we still need to provide that's why it is pending, or is it some other reason that it says pending?

Speaker speaker_1: Well, it mi- might be because, um, the benefits start the following Monday after we receive the first premium.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... from an employer. So it might, it might be that we're still waiting on, on the premium, the payment for the employer. Is your mom with you?

Speaker speaker_2: Um, with me? What, what do you mean?

Speaker speaker_1: Oh, it's you. I thought... I'm so sorry. I thought you said your mom enrolled.

Speaker speaker_2: Yeah. No, no, no, I'm talking about my mom. Uh, I enrolled her, but, but we... This is the first time we enroll, and it says pending. So I'm not sure if its enrollment went through. You know what I'm saying?

Speaker speaker_1: Okay. I understand.

Speaker speaker_2: Yeah.

Speaker speaker_1: Is she with you?

Speaker speaker_2: No.

Speaker speaker_1: No. 'Cause we're gonna need her to call, and we could go and, and get... Open her file and see the status of the, of the enrollment. But you could ask her, how long has it been since you guys did the enrollment?

Speaker speaker_2: I think I, uh... Because she doesn't know a lot of English, I enrolled on behalf of her, and we did it, um, I think on Monday.

Speaker speaker_1: Oh, no, that's too soon. It's-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... the whole process takes about two to three weeks. It's too soon.

Speaker speaker_2: Y- yes. No, I understand, completely understand that. But my question is, you know how enrollment closes soon, right? And so that pending thing is, let's say we didn't submit something. So-

Speaker speaker_1: No.

Speaker speaker_2: ... you know, is that... If that's the case, then enrollment is closed now, and we can't enroll for another year or something. So I'm just worried about that.

Speaker speaker_1: Okay. So I don't think... If it's something that was missing on your, on your end, um, we will be able to see it, but we definitely need your mom to call with you and give us permission to speak with you, and then we could open the file. And if there's anything missing, which I doubt it, um-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... uh, we could find out. But it's always says pending while you are in the process of the enrollment. So I don't think that it's because you guys missed anything, but if you want to be sure, we definitely-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... need your mom to be with you when, when you go back.

Speaker speaker_2: So, uh, I have access to her, uh, online account, like my benefits or whatever that is.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And it says pending. And I see there is nothing that says I need to do, it's just says pending. I understand that you are asking for my mom to call, but it's gonna be like, she will be speaking on the same phone that I am, uh, speaking right now.

Speaker speaker_1: I u- I... I understand, but we're gonna... We need to ask her some information-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and she just needs to say yes, no, and, you know, it's not a big deal, but-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... we need her, we need her on the phone. But then again-

Speaker speaker_2: I see.

Speaker speaker_1: ... I don't think that it's an issue that you missed anything.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, since it was Monday, it will say pending.

Speaker speaker_2: Mm-hmm. Mm-hmm.

Speaker speaker_1: But if you want to make sure, all you got to do is like give us a call with your mom on the phone.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Uh, we're gonna ask her for the last four digits of her Social, of first and last name-

Speaker speaker_2: Mm-hmm. Mm-hmm.

Speaker speaker_1: ... and verify the address and date of birth. After we get that information from your mom, we're gonna ask her-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... to give us permission for you to speak on her behalf. But all that information-

Speaker speaker_2: I see.

Speaker speaker_1: ... we have to do it over the phone with her. And then-

Speaker speaker_2: Got it. Understood.

Speaker speaker_1: ... we could make a note there that, um, you are allowed to speak on her behalf, and we'll put that on the notes.

Speaker speaker_2: Understood. I see. Okay, and one last question. When does this enrollment for this doc- um, when is, when is the last date for this enrollment?

Speaker speaker_1: And... What was the name of the staffing agency she works for?

Speaker speaker_2: HSS.

Speaker speaker_1: Oh, HSS ends on November... Give me one second, let me double-check the information so I could... I don't want to give you the wrong...

Speaker speaker_2: Thank you.

Speaker speaker_1: HSS. 27... Until the 27th of November. So you still have-

Speaker speaker_2: 27th.

Speaker speaker_1: Yeah.

Speaker speaker_2: Yeah, yeah, I still have-

Speaker speaker_1: Make any changes if, if it's necessary.

Speaker speaker_2: Thank you. Thank you so much.

Speaker speaker_1: No, thank you for giving us a call. If there's any other questions or concerns?

Speaker speaker_2: Thank you. No, that is-

Speaker speaker_1: All right.

Speaker speaker_2: That is t- That is all.

Speaker speaker_1: All right, thank you for giving us a call. Have a great rest of this day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye-bye.