

Transcript: Pearl

Rojas-4588983042392064-5777519625060352

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits and a Card. My name is Pearl. Who would I have the pleasure of speaking with? Um, Talia Davis. I work for, um, Partners Personnel in Con... the Conyers' branch. And on case I can... I've been here... Uh, I'm trying to see how do I sign up for, um, healthcare, Medicaid insurance. Okay, and you said you worked for Partners? Yes. Okay, well, what are the last four digits of your social? 2003. All right. I need you to verify your address and date of birth. Okay, my address has been changed so it's 100 Leslie Oaks Drive, Lithonia, Georgia 30058, Apartment 10208. And my birthday is 8-27-1980. Okay, and what was your address previ- previously? 22441 Rose Court, Lithonia, Georgia. Okay, and you said your new address is 100 Leslie Oaks Drive, Apartment 10208? Yes. Okay, and Leslie is just L-E-S-L-E-Y? L-E-S-L-I-E. L-I-E, okay. L-E-S-L-I-E. All right, I have your phone number as 609-470-0388? Yes. Can I have your email address as your first name, your last name 2018 at gmail.com? Yes. Okay, and I'm sorry, when did you say you started working with Partners? I want to say November or December of 2023. Okay, so there's only two time frames when you can enroll in coverage. Within the first 30 days of receiving your first paycheck, which for you has passed, or during company om- open enrollment, which for Partners has also passed, um, let me... So Partners open enrollment was... Was, um, in mid-Aug- mid-October to the end. Um, you are able to enroll possibly in coverage if you have in the, within the last 30 days either got married, divorced, had a child, adopted a child, involuntarily lost coverage elsewhere. Um, then you would possibly be able to enroll outside of those two time frames. But if not, you'd have to wait until October of the, of next year. Well, I was under the coverage of New Jersey, and I'm not sure when, when it actually expired, but I moved down here from New Jersey and I was under coverage under their health insurance. Do you remember if that was- The family home. ... within the last 30 days? Oh, no. I think it expired long before that. Yep, so you would either have... You would have to wait until company open enrollment. And that's when? Next August? Next October. Next October. All right. Thank you. No problem. Thank you so much for calling. You have a great day. You too.

Conversation Format

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

Speaker speaker_1: Good morning. Thank you for calling Benefits and a Card. My name is Pearl. Who would I have the pleasure of speaking with?

Speaker speaker_2: Um, Talia Davis. I work for, um, Partners Personnel in Con... the Conyers' branch.

Speaker speaker_1: And on case I can...

Speaker speaker_2: I've been here... Uh, I'm trying to see how do I sign up for, um, healthcare, Medicaid insurance.

Speaker speaker_1: Okay, and you said you worked for Partners?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, well, what are the last four digits of your social?

Speaker speaker_2: 2003.

Speaker speaker_1: All right. I need you to verify your address and date of birth.

Speaker speaker_2: Okay, my address has been changed so it's 100 Leslie Oaks Drive, Lithonia, Georgia 30058, Apartment 10208. And my birthday is 8-27-1980.

Speaker speaker_1: Okay, and what was your address previ- previously?

Speaker speaker_2: 22441 Rose Court, Lithonia, Georgia.

Speaker speaker_1: Okay, and you said your new address is 100 Leslie Oaks Drive, Apartment 10208?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, and Leslie is just L-E-S-L-E-Y?

Speaker speaker_2: L-E-S-L-I-E.

Speaker speaker_1: L-I-E, okay. L-E-S-L-I-E. All right, I have your phone number as 609-470-0388?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I have your email address as your first name, your last name 2018 at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, and I'm sorry, when did you say you started working with Partners?

Speaker speaker_2: I want to say November or December of 2023.

Speaker speaker_1: Okay, so there's only two time frames when you can enroll in coverage. Within the first 30 days of receiving your first paycheck, which for you has passed, or during company om- open enrollment, which for Partners has also passed, um, let me... So Partners open enrollment was... Was, um, in mid-Aug- mid-October to the end. Um, you are able to enroll possibly in coverage if you have in the, within the last 30 days either got married,

divorced, had a child, adopted a child, involuntarily lost coverage elsewhere. Um, then you would possibly be able to enroll outside of those two time frames. But if not, you'd have to wait until October of the, of next year.

Speaker speaker_2: Well, I was under the coverage of New Jersey, and I'm not sure when, when it actually expired, but I moved down here from New Jersey and I was under coverage under their health insurance.

Speaker speaker_1: Do you remember if that was-

Speaker speaker_2: The family home.

Speaker speaker_1: ... within the last 30 days?

Speaker speaker_2: Oh, no. I think it expired long before that.

Speaker speaker_1: Yep, so you would either have... You would have to wait until company open enrollment.

Speaker speaker_2: And that's when? Next August?

Speaker speaker_1: Next October.

Speaker speaker_2: Next October. All right. Thank you.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too.