

Transcript: Pearl

Rojas-5929865327460352-6393957536284672

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. speaking with. Uh, my name is Bianca Scott. And how can I assist you? I want to know if I'm enrolled in any health insurance, because I'm trying to contact the people that I work for, and they're telling me to check and see if I'm enrolled. Okay. What are the name- what is the name of the staffing agency you work for? On Track. And the last four digits of your social? 1427. All right. And then if you can confirm your address and date of birth. The address on file is... Hold on. 2306 South 2nd Avenue, Lanai, Alabama 36863. And your date of birth? January 24th, 1989. And I have your phone number as 334-478-1221. That's correct. And I have your email address as biancascott.ws@gmail.com? That's correct. Okay. So currently you're not enrolled in any coverage and I don't have anything pending it either. Can I get enrolled? So you only have 30 days from the date of your first paycheck to do that, and from the date we have on file, you're out of that timeline. You would have to either wait for open enrollment with your company or have a qualified life event occur, which is something like marriage, divorce, birth of a child, adoption of a child, um, involuntary loss of coverage elsewhere, something like that.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. speaking with.

Speaker speaker_2: Uh, my name is Bianca Scott.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: I want to know if I'm enrolled in any health insurance, because I'm trying to contact the people that I work for, and they're telling me to check and see if I'm enrolled.

Speaker speaker_1: Okay. What are the name- what is the name of the staffing agency you work for?

Speaker speaker_2: On Track.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 1427.

Speaker speaker_1: All right. And then if you can confirm your address and date of birth.

Speaker speaker_2: The address on file is... Hold on. 2306 South 2nd Avenue, Lanai, Alabama 36863.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: January 24th, 1989.

Speaker speaker_1: And I have your phone number as 334-478-1221.

Speaker speaker_2: That's correct.

Speaker speaker_1: And I have your email address as biancascott.ws@gmail.com?

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay. So currently you're not enrolled in any coverage and I don't have anything pending it either.

Speaker speaker_2: Can I get enrolled?

Speaker speaker_1: So you only have 30 days from the date of your first paycheck to do that, and from the date we have on file, you're out of that timeline. You would have to either wait for open enrollment with your company or have a qualified life event occur, which is something like marriage, divorce, birth of a child, adoption of a child, um, involuntary loss of coverage elsewhere, something like that.