

## Transcript: Pearl

**Rojas-6521828412440576-4840716019646464**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who knows of what you're speaking with? Hi, uh, this is Andrea Gutierrez. And how can I assist you? Uh, I have a quick question. So, I work for Partners Personnel and, um, I was looking at the employee handbook and it says that you guys offer benefits to eligible employees and I was, I wanted, I wanted some more information about that if possible. Okay, so Partners Personnel offers healthcare benefits to their employees. They do have to enroll within 30 days of receiving their first paycheck. The price depends on how many plans you choose and who you choose to cover because all those plans are separate, medical, dental, vision, short-term disability, they're all separate. Um- Mm-hmm. ... and then it's something that they take from your check every week. From your check every week? Okay, and how do I apply for that? Um, you could do it over the phone with us, Monday to Friday, 8:00 AM to 8:00 PM Eastern Standard Time, or you could fill out an enrollment form at your staff meeting ... Um, w- would I be able to do that right now over the phone? Yeah, of course. What are the last four digits of your social? Uh, 4073. Date of birth? 10/26/2001. 10/26/2001? Yes. And your address? 2127 Nichols. Atlanta. And the state? I'm sorry? Just tell me for ... I don't s- Can I have a different, can I have a different date of birth so far? Can you provide me with your full social so I can change that for you? Yeah, 6/13/29 4073. Okay. And your date of birth is 10/26/01, correct? Yes. All righty. And I have your phone number as 714-742-5670? Yes. And I have your email address as andrea.gutierrez436@yahoo.com? Yes. All right. And when did you start working with Partners? Uh, September. Like, I believe September 19th. Okay. So there's only two time frames when you can enroll, within 30 days of receiving your first paycheck, which for you has passed- Mm-hmm. ... and then during company open enrollment which for Partners was... give me one second actually. Partners open enrollment was, um, mid-October to the end. Okay. So I'm not able to enroll more? Um, the only other way you, the only other way you would, you would be able to enroll is if you have a qualified life event occur. We- I'm sorry, you're cutting off a little bit. Oop, sorry. The only other timeframe where you can enroll is if you had 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 or turning the age of 18. No, I don't have any of those. Yep, so you'll have to wait until c- um, company open enrollment again which is next October. Next October? Yes. Oh, okay. Uh, there's n- there's no way to do anything sooner? Yeah, 'cause, um, I thought, I, I thought I had to complete my three months and then I was able to do that. Oh, no. You would've had to do it within the first 30 days. Oh, shoot. Okay. Okay. All right. Thank you so much. Thank you for calling. Have a great day. Take care. Bye-bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who knows of what you're speaking with?

Speaker speaker\_2: Hi, uh, this is Andrea Gutierrez.

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: Uh, I have a quick question. So, I work for Partners Personnel and, um, I was looking at the employee handbook and it says that you guys offer benefits to eligible employees and I was, I wanted, I wanted some more information about that if possible.

Speaker speaker\_1: Okay, so Partners Personnel offers healthcare benefits to their employees. They do have to enroll within 30 days of receiving their first paycheck. The price depends on how many plans you choose and who you choose to cover because all those plans are separate, medical, dental, vision, short-term disability, they're all separate. Um-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... and then it's something that they take from your check every week.

Speaker speaker\_2: From your check every week? Okay, and how do I apply for that?

Speaker speaker\_1: Um, you could do it over the phone with us, Monday to Friday, 8:00 AM to 8:00 PM Eastern Standard Time, or you could fill out an enrollment form at your staff meeting ...

Speaker speaker\_2: Um, w- would I be able to do that right now over the phone?

Speaker speaker\_1: Yeah, of course. What are the last four digits of your social?

Speaker speaker\_2: Uh, 4073.

Speaker speaker\_1: Date of birth?

Speaker speaker\_2: 10/26/2001.

Speaker speaker\_1: 10/26/2001?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And your address?

Speaker speaker\_2: 2127 Nichols. Atlanta.

Speaker speaker\_1: And the state?

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: Just tell me for ...

Speaker speaker\_2: I don't s-

Speaker speaker\_1: Can I have a different, can I have a different date of birth so far? Can you provide me with your full social so I can change that for you?

Speaker speaker\_2: Yeah, 6/13/29 4073.

Speaker speaker\_1: Okay. And your date of birth is 10/26/01, correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All righty. And I have your phone number as 714-742-5670?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And I have your email address as andrea.gutierrez436@yahoo.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. And when did you start working with Partners?

Speaker speaker\_2: Uh, September. Like, I believe September 19th.

Speaker speaker\_1: Okay. So there's only two time frames when you can enroll, within 30 days of receiving your first paycheck, which for you has passed-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... and then during company open enrollment which for Partners was... give me one second actually. Partners open enrollment was, um, mid-October to the end.

Speaker speaker\_2: Okay. So I'm not able to enroll more?

Speaker speaker\_1: Um, the only other way you, the only other way you would, you would be able to enroll is if you have a qualified life event occur. We-

Speaker speaker\_2: I'm sorry, you're cutting off a little bit.

Speaker speaker\_1: Oop, sorry. The only other timeframe where you can enroll is if you had 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 or turning the age of 18.

Speaker speaker\_2: No, I don't have any of those.

Speaker speaker\_1: Yep, so you'll have to wait until c- um, company open enrollment again which is next October.

Speaker speaker\_2: Next October?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Oh, okay. Uh, there's n- there's no way to do anything sooner? Yeah, 'cause, um, I thought, I, I thought I had to complete my three months and then I was able to do that.

Speaker speaker\_1: Oh, no. You would've had to do it within the first 30 days.

Speaker speaker\_2: Oh, shoot. Okay. Okay. All right. Thank you so much.

Speaker speaker\_1: Thank you for calling. Have a great day.

Speaker speaker\_2: Take care. Bye-bye.