

Transcript: Priscilla

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Full Transcript

Good morning. Thank you for calling Benefits and Requirement. I'm Priscilla. What do I have the pleasure of speaking to? Canissa Greens. All right. If you can provide me your staffing agency you work under and your last four of Social Security number? Um, HCC Northwest, uh, 5562. What was that once again? 5562. 5562, and the agency was HCC? Northwest, yeah. HTC, bear with me one second. What's your first and last name? Canissa Greens. Okay, bear with me. You said Greens? Green, like the color. Okay, bear with me. All right. All right, if you can confirm your, uh, full address here on file and your date of birth. 605 Blue Ash Court, McDonough, Georgia 30253, 11-21-82. Okay, I have a phone number on file as 239-850-0329. Correct. Okay, and I have an email on file, cami8@yahoo.com. Correct. Okay, how can I assist you today? I wanted to enroll in the MVP plan. In the... What's that? I couldn't hear you, something... A little far away. In the... In the MVP plan. In the MVP plan? Okay. Yeah. Did you ever, uh, look over a benefits guide or anything or I can go ahead and pull it up for you. Yeah, I'm looking at it. Um... Okay. That is the minimum value plan, right? Because I didn't see an option to choose that one and then what does that cost? Okay, I see here. Bear with me so I can open up here. I see for the Stay Healthy Metella RF, I see here for employee only like 16.05. They have it for employee and spouse. They cover- That's different. Okay. Oh. Bear with me one second. You have date. Check in on the date. Huh? That's it for me. Okay. I'm seeing noise. Yeah, thank you for calling. Okay, so I'm looking more into here on your hire date, and you are not eligible for the MVP. Why is that? Is it too long? This past year 30 day... I see it here on April 11th of this year. Okay, so it's all good during the new... And it's supposed to be in... Uh-huh. No, I'm saying if I was going to start a new, a new contract, that still wouldn't make a difference? It wouldn't. Yeah, you're not eligible. Yeah. Wonderful. Yes. So there won't be any difference because you're under a different company. A different company for what? Mm-hmm. Well, it's the same company but different... Same staffing agency, but you're not eli- Yeah. Because of the day, you're outside the date here. So then 30 days, you're just out of luck? Okay. Yeah. You have a couple options here. Well, on your... If you look at your benefit guide here. What is that? Your next company enrollment period, and then you have... You could qualify if you have quality of life event here as well, which is if you have a baby, if you adopt, um... When you have a child, you can qualify if you have that. But you can wait for the next- Oh, I can wait for what? You can wait for your next, uh, open enrollment year of staffing agency. And, and when is that? And, and that's from December what I'm looking here. Well, I'm probably not going to be with them until December, but thank you for that. Thank you very much. Okay. Anything else I can help you with? No, that was it. Thank you. You're very welcome. Have a wonderful day and thank you for calling Benefits requirements. You too. Bye-bye. Thank you, bye-bye.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits and Requirement. I'm Priscilla. What do I have the pleasure of speaking to?

Speaker speaker_1: Canissa Greens.

Speaker speaker_0: All right. If you can provide me your staffing agency you work under and your last four of Social Security number?

Speaker speaker_1: Um, HCC Northwest, uh, 5562.

Speaker speaker_0: What was that once again?

Speaker speaker_1: 5562.

Speaker speaker_0: 5562, and the agency was HCC?

Speaker speaker_1: Northwest, yeah.

Speaker speaker_0: HTC, bear with me one second. What's your first and last name?

Speaker speaker_1: Canissa Greens.

Speaker speaker_0: Okay, bear with me. You said Greens?

Speaker speaker_1: Green, like the color.

Speaker speaker_0: Okay, bear with me. All right. All right, if you can confirm your, uh, full address here on file and your date of birth.

Speaker speaker_1: 605 Blue Ash Court, McDonough, Georgia 30253, 11-21-82.

Speaker speaker_0: Okay, I have a phone number on file as 239-850-0329.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, and I have an email on file, cami8@yahoo.com.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, how can I assist you today?

Speaker speaker_1: I wanted to enroll in the MVP plan.

Speaker speaker_0: In the... What's that? I couldn't hear you, something... A little far away.

Speaker speaker_1: In the... In the MVP plan.

Speaker speaker_0: In the MVP plan? Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: Did you ever, uh, look over a benefits guide or anything or I can go ahead and pull it up for you.

Speaker speaker_1: Yeah, I'm looking at it. Um...

Speaker speaker_0: Okay.

Speaker speaker_1: That is the minimum value plan, right? Because I didn't see an option to choose that one and then what does that cost?

Speaker speaker_0: Okay, I see here. Bear with me so I can open up here. I see for the Stay Healthy Metella RF, I see here for employee only like 16.05. They have it for employee and spouse. They cover-

Speaker speaker_1: That's different.

Speaker speaker_0: Okay. Oh. Bear with me one second.

Speaker speaker_2: You have date. Check in on the date.

Speaker speaker_0: Huh?

Speaker speaker_2: That's it for me.

Speaker speaker_0: Okay. I'm seeing noise.

Speaker speaker_2: Yeah, thank you for calling.

Speaker speaker_0: Okay, so I'm looking more into here on your hire date, and you are not eligible for the MVP.

Speaker speaker_1: Why is that? Is it too long?

Speaker speaker_0: This past year 30 day... I see it here on April 11th of this year.

Speaker speaker_1: Okay, so it's all good during the new...

Speaker speaker_0: And it's supposed to be in... Uh-huh.

Speaker speaker_1: No, I'm saying if I was going to start a new, a new contract, that still wouldn't make a difference?

Speaker speaker_0: It wouldn't. Yeah, you're not eligible. Yeah.

Speaker speaker_1: Wonderful.

Speaker speaker_0: Yes. So there won't be any difference because you're under a different company.

Speaker speaker_1: A different company for what?

Speaker speaker_0: Mm-hmm. Well, it's the same company but different... Same staffing agency, but you're not eli-

Speaker speaker_1: Yeah.

Speaker speaker_0: Because of the day, you're outside the date here.

Speaker speaker_1: So then 30 days, you're just out of luck? Okay.

Speaker speaker_0: Yeah. You have a couple options here. Well, on your... If you look at your benefit guide here.

Speaker speaker_1: What is that?

Speaker speaker_0: Your next company enrollment period, and then you have... You could qualify if you have quality of life event here as well, which is if you have a baby, if you adopt, um... When you have a child, you can qualify if you have that. But you can wait for the next-

Speaker speaker_1: Oh, I can wait for what?

Speaker speaker_0: You can wait for your next, uh, open enrollment year of staffing agency.

Speaker speaker_1: And, and when is that?

Speaker speaker_0: And, and that's from December what I'm looking here.

Speaker speaker_1: Well, I'm probably not going to be with them until December, but thank you for that. Thank you very much.

Speaker speaker_0: Okay. Anything else I can help you with?

Speaker speaker_1: No, that was it. Thank you.

Speaker speaker_0: You're very welcome. Have a wonderful day and thank you for calling Benefits requirements.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Thank you, bye-bye.