

## Transcript: Sara

**Marulanda-4914822805372928-6073380368465920**

### Full Transcript

Thank you for calling Benefits in a Cup. My name is Sarah. May I have this? Um, this is LaQuentin and I wanted to know, can I get an insurance 'cause I'm knelt down. Uh, let me check your account to see if they're ready. May I have the name of the agency that you are working with and the last four of your Social? You say you need what now? The name of the temporary agency that you are working with and the last four digits of your Social Security Number? My name is LaQuentin Lyons. You need me spell it? No, no, no. It's okay. But what I need is the name of the, the temp... the staffing agency. MAU. Number one. Okay. And the last four digits of your Social Security Number? 6213. Okay. Mr. Lyons, and just for security purposes, can you please verify your address and date of birth? 316 Mills Drive, McCormick, South Carolina 29835. Date of birth is 11/23/1979. And is your email La, LaQuentinLyons@gymed.com? Yes, ma'am. And your phone number is 762-328-8226? Um, I changed my phone number. Okay. Which one is the new number? Uh, 762-257-9194. ... 9194. Okay, thank you very much. Mr. Lyons, u- when did you enroll on, uh, healthcare benefits? You said what now? When did you enroll on healthcare benefits? Um, about three or four weeks ago. Okay. Hold on just... Well, how did you enroll? Online, by phone? What did you- No, I filled the paper out, I filled the paper out for them and gave it back to them. Okay. We haven't received any enrollment forms. At this moment you have no coverage. Um, did you remember the, the, the person you provide the information at or the person you give the, the enrollment form to? I gave it to my supervisor and, uh, they, they gave it to somebody with MAU, 'cause I've been here long enough to get the insurance, right? Have you seen any deductions on your paycheck? Uh, I don't think so. Okay. W- when did you start working with MAU? Um, last year in November. And you have been working the whole time with them? Yes, ma'am. Okay. Based on that information, uh, you're not eligible to enroll at this moment because, uh, you are out of your personal open enrollment period. Uh, let me check something here. Give me just a minute, please. Okay. Thank you, sir. Okay. Y- yes, first we have not received any enrollment form and second is you'd, um... if you provide that enrollment form like three weeks ago, um, one, we did not receive it, but second is you was not able to enroll, uh, because you was out of your open enrollment, so- Okay. Yes, I'm- So when do- ... so, so sorry about it. When do I was supposed to get it then? Okay. The next company open enrollment period, let me tell you when that's going to happen. So why wasn't, um, why wasn't I enrolled? Well, first we have not received anything. Right. And second the... You have three options to enroll. I'm gonna explain you that. The first time you're I- allowed to enroll or is what we call personal open enrollment period. That happen the first 30 days since you- Right. ... received your first paycheck. So let's say- Right. ... you receive your first paycheck on, on 2024, um- Right. ... whenever you start, you've got 30 days to enroll. Right. After those 30 days, there is no more personal open enrollment period. The next opportunity

for you to enroll is during the company open enrollment period that happens once a year and, um, it happens from December to January. So why did they give me the paper then? I don't know. I'm gonna try to find that out, uh, because they never sent us anything. A- Okay. I'm gonna try to find out too. Okay, sir. The other option you have to enroll is through, through a qualified life event. Let me ask you this. During the last 30 days, from today 30 days back, have you got married, divorced, have a child, adopt a child or involuntary lost coverage with another company? No. Okay, so you don't qualify for qualified life event. But, um, I'm going to ask about the, the enrollment form. I don't know why they give you that enrollment form if you're not a new hire. I don't know why they give you that. Uh, I'm gonna open an investigation about it and I will be giving you a call as soon as I get any information back. Okay, sir? O- okay. Thank you so much. All righty, sir. You're more than welcome. Do you have any other questions for us? No, ma'am. Oh, okay, sir. So thank you for calling Benefits in a Cup. Have a wonderful day. You too. Thank you.

## Conversation Format

Speaker None: Thank you for calling Benefits in a Cup. My name is Sarah. May I have this? Um, this is LaQuentin and I wanted to know, can I get an insurance 'cause I'm knelt down. Uh, let me check your account to see if they're ready. May I have the name of the agency that you are working with and the last four of your Social? You say you need what now? The name of the temporary agency that you are working with and the last four digits of your Social Security Number? My name is LaQuentin Lyons. You need me spell it? No, no, no. It's okay. But what I need is the name of the, the temp... the staffing agency. MAU. Number one. Okay. And the last four digits of your Social Security Number? 6213. Okay. Mr. Lyons, and just for security purposes, can you please verify your address and date of birth? 316 Mills Drive, McCormick, South Carolina 29835. Date of birth is 11/23/1979. And is your email La, LaQuentinLyons@gymed.com? Yes, ma'am. And your phone number is 762-328-8226? Um, I changed my phone number. Okay. Which one is the new number? Uh, 762-257-9194. ... 9194. Okay, thank you very much. Mr. Lyons, u- when did you enroll on, uh, healthcare benefits? You said what now? When did you enroll on healthcare benefits? Um, about three or four weeks ago. Okay. Hold on just... Well, how did you enroll? Online, by phone? What did you- No, I filled the paper out, I filled the paper out for them and gave it back to them. Okay. We haven't received any enrollment forms. At this moment you have no coverage. Um, did you remember the, the, the person you provide the information at or the person you give the, the enrollment form to? I gave it to my supervisor and, uh, they, they gave it to somebody with MAU, 'cause I've been here long enough to get the insurance, right? Have you seen any deductions on your paycheck? Uh, I don't think so. Okay. W- when did you start working with MAU? Um, last year in November. And you have been working the whole time with them? Yes, ma'am. Okay. Based on that information, uh, you're not eligible to enroll at this moment because, uh, you are out of your personal open enrollment period. Uh, let me check something here. Give me just a minute, please. Okay. Thank you, sir. Okay. Y- yes, first we have not received any enrollment form and second is you'd, um... if you provide that enrollment form like three weeks ago, um, one, we did not receive it, but second is you was not able to enroll, uh, because you was out of your open enrollment, so- Okay. Yes, I'm- So

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