

Transcript: Sara

Marulanda-5039682716614656-4525937049387008

Full Transcript

Thank you for calling Benefits in a Card. My name is Sarah. Can I have your name, please?
Hi, Sarah. My name is C-H-I-M-A-N-A-K-A and the last name of Monday. And my last name is Monday. Hello, Ms. Monday. How may I help you? So I have an, I think I started an insurance with your company with, on the Carlton Staffing. Okay. You said Carlton? Yes, with the council. Yes, Carlton. Okay. And may I have the last four of your Social? Uh, that will be 18... Um, let me go check it out. 1849. Yes, I think 1849. Thank you very much, Ms. Monday. And just for security purposes, can you please verify your address and date of birth? Oh, my address is, uh, 2214 Cuomo Street. And what other things did you say you needed? Okay. I need the complete address and the date of birth. Oh, okay. Um, 2214 Cuomo Street, 77093 Houston. And the date of birth, 04/05/1999. And is your email Chimama- Chimama- Monday. Yes. First name, yes first name and- @. ... monday@gmail.com. @... com. And we don't have a phone number here for you. Would you like to provide us with a phone number? Sure, uh, that would be 303- I'm sorry? 303- 303, okay. Yes. 570- 570- 86- 86- ... 19. ... 19. Thank you very much. And you said that you want to cancel coverage. Is that correct? Yes. 49, not 19, 4. I mean 4- I'm sorry. 8629? No. Okay. Sorry. Let me say it again. Can you hear me? Yes. Now I can. Thank you. Okay. 303-570- Okay. ... 8649. Okay. 8649. Okay. 8649. I got it now. Thank you, ma'am. Yes. Okay. When did you start working with the company? Uh, I started working February 10th. February the 10th. Yeah. Okay. Um, Ms. Monday, unfortunately your enrollment or the plan you are enrolled at is, uh, with Section 125, which is an IRS regulation. What that means is then as your... Not make any cancellations unless your company has a company open enrollment period or if you have a qualified life event. I'm sorry. Say, come again? Okay. What I'm saying is that unfortunately, you're not allowed to make any, to cancel your coverage. That plan MEC TeleRX is under Section 125. That's an IRS regulation, and that means then is you're not allowed to make any cancellations unless your company has a company open enrollment period or if you have a qualified life event. Like during the last 30 days, have you get married, divorced, have you had a child, adopted child, um, involuntary get coverage with another company? Uh, not yet. I am going to open an insurance with the company this week. What do you mean, with the company? Like, I'm going... 'Cause I'm on the contract and Carlton said I can cancel anytime. No, they... No, unfortunately they are under Section 125. The MEC TeleRX is under 25. Uh, did you still working with Carlton? Yes, I'm still working with Carlton. Yes. Now in that case, um, as long as, as you're working with them, they're gonna make a deduction every week. So as long as I'm with them, they're gonna be d- making a deduction every week? Yes, ma'am. Hmm. Okay. I, I wasn't sure of that process. And the next company open enrollment period will be, oh, goodness, until December. I'm sorry. Mm. Yeah, that's, that's- So wha- what, mm, what would have been the best time to cancel? You won't be able to cancel it until, uh, December. Hmm. So okay. All

right. Yes, ma'am. I'm, I'm sorry about that. Mm-hmm. So if I have, if I s- they have another insurance, you're gonna cancel? No. Okay. You say you're gonna get insurance with the company? I mean- W- with a different, yeah, with, yeah, with a different health company. So if I get that, you're gonna cancel? We cannot cancel it. Um- At all? No, un- no. If you're not under company open enrollment period, because this is through Section 125. Now, let me ask you this. I, I think we're having some kind of miscommunication here. I do think so. Are you gonna get insurance with Carlton Staffing or with the compa- the, the assignment that you're having? Are you gonna be hired by the assignment company? No, I'm gonna get a health insurance from a different one, because the one that Carlton offers doesn't really go towards what I need my health insurance for. But the insurance you're gonna get is through Carlton? No. I'm gonna get it through maybe Blue Shield or something. Blue Cross Blue Shield? Is that gonna be through Carlton? So I have to get my health insurance through Carlton only? No, no, no. I'm asking you, because I mean, the one that you have now is with Carlton. Yes. That's what I'm saying. So I want to cancel that one, because they said I can cancel it anytime. No, you cannot. I mean, I don't know why they tells you that. The only plans, the only plan you're allowed to cancel anytime are virtual, virtual care and the FreeRx, behavioral health and ID experts. But you don't have any of those. Hm. You are enrolled on MEC TeleRX which is a preventive care plan. I see. Okay. I will call Carlton to confirm. Like if- Okay. ... there has been, uh, miscommunication with us. Sorry, yeah, with, between Carlton and I. Thank you. You're more than welcome, ma'am. Um, this is Sarah. Anything I can help you with? No, that's all. All righty, ma'am. Bye. So have a wonderful day- Bye. ... and thank you for calling Benefits in a Card. Thank you. You too. Bye. You're welcome. And you're welcome. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefits in a Card. My name is Sarah. Can I have your name, please? Hi, Sarah. My name is C-H-I-M-A-N-A-K-A and the last name of Monday. And my last name is Monday. Hello, Ms. Monday. How may I help you? So I have an, I think I started an insurance with your company with, on the Carlton Staffing. Okay. You said Carlton? Yes, with the council. Yes, Carlton. Okay. And may I have the last four of your Social? Uh, that will be 18... Um, let me go check it out. 1849. Yes, I think 1849. Thank you very much, Ms. Monday. And just for security purposes, can you please verify your address and date of birth? Oh, my address is, uh, 2214 Cuomo Street. And what other things did you say you needed? Okay. I need the complete address and the date of birth. Oh, okay. Um, 2214 Cuomo Street, 77093 Houston. And the date of birth, 04/05/1999. And is your email Chimama- Chimama- Monday. Yes. First name, yes first name and- @. ... monday@gmail.com. @... com. And we don't have a phone number here for you. Would you like to provide us with a phone number? Sure, uh, that would be 303- I'm sorry? 303- 303, okay. Yes. 570- 570- 86- 86- ... 19. ... 19. Thank you very much. And you said that you want to cancel coverage. Is that correct? Yes. 49, not 19, 4. I mean 4- I'm sorry. 8629? No. Okay. Sorry. Let me say it again. Can you hear me? Yes. Now I can. Thank you. Okay. 303-570- Okay. ... 8649. Okay. 8649. Okay. 8649. I got it now. Thank you, ma'am. Yes. Okay. When did you start working with the company? Uh, I started working February 10th. February the 10th.

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