

Transcript: Sara

Marulanda-5328957159686144-5018868238434304

Full Transcript

Hello? Hello. Good morning. Good morning. This is Sarah from Benefits . How are you doing today? I'm good. How are you? Doing okay . Okay, how can I help you, ma'am? Hi, um, I was told that I wasn't able to, um, have my spouse be added because I didn't, um, turn in the qualifying document within 30 days. But when I had called before, they told me that it had to be certified, the marriage license. Um, so that happened on the 14th, um, so I guess I was just confused. I understand that, um, your question, ma'am. Okay, this is what happened. The Qualified Life Event must be... Okay, not the document, the event must happen during the past 30 days, and the, um... The marriage certification as you provide us is showing that, uh, the marriage happened on March the 24th. So how that works is from the moment that you request the Qualified Life Event, counting to the back, it has to be 30 days from the event, not from the moment that you submit the document. It's from the event. From the, from the request? From the event. Like, if the marriage happened on, uh, March the 24th, right? Mm-hmm. I mean, I called and I had requested before, but I was told... I guess, they didn't move forward because I didn't have the marriage license, so I guess there was a misunderstanding. Okay, let me review- I had called like two or three weeks ago. Okay, let me review this information here. Give me just one minute, please. And I had sent an email to my supervisor as well with a request from like a month ago. Okay, the first... Okay, give me just a minute while I review all these notes, please. Okay. Okay, the first, uh, Qualified Life Event was sent on May the 2nd. That's when you requested Qualified Life Event. Is that correct? That's the first time that I was se- sent an email to give the actual verification because I had the license back from having to mail it in. But I had called before and when I told them I didn't have the marriage license, I never got one of the emails for the request. Okay, did you remember what date, uh, did you call before? Because the only records I have here, uh, is from September, this is, uh, September 24th, September 19, 24, then May the 2nd is when we start, eh, eh, talking again. Did you remember- Uh- ... when was the other day that you called for it? I can check because I have an email from my supervisor as well. Yes, please. Um- We're going to need that. Health insurance, I thought... Oh, that was on the 14th. 14 of what? Of, uh- Which month? ... April. April 14, 25, that's when they call, or you called for the Qualified- Uh, yeah. ... Life Event and nobody... When you called, what happened? They didn't send- I- ... you the...? Well, I had asked about what I needed to do. I never got an email sent to me. Actually, sorry- And did you remember- ... maybe it wasn't, maybe it wasn't the 14th, because this is not the email that has the phone number in it. Oh, here, Consultant Care. Um, so from my company, I was told to reach out to Benefits directly at this number, and that... Oh, yeah, that was on the 14th as well. Okay, April the 14th, you did call us. Is that correct? Yes. Yes. Um, um, from what number did you call? What phone number? Um- This, this same number? Yes, it would have been this number, yeah. 619-519-0105. Yeah. You ask

what you need for that, um, document to, I mean, for you to, to enroll your spouse. Is that correct? Yes. And then what else happened during that conversation? Um, that was it. I s- I had said I don't have the marriage license because I didn't have it at the time. We had mailed it to get it certified. Um... Okay. And that was it. I didn't receive anything else, so then I called back on the 2nd when we got the marriage certificate back in the mail. Okay, and did you remember who did you talk on the 14th? No, I'm sorry. Did you remember if it was a male or female? Um, I believe it was a female. Female. Okay, so I'm going to send this for investigation. Uh, they're gonna have to review the calls, uh, for that date, for April the 14th. Did you remember about what time was the call made? M- morning, afternoon? I can, I can check my call log. Hold on one second. Please. It would be great. Sorry, it was 2:00 PM. 2:00 PM. 2:00 PM on April the 14th. Okay, uh, so I'm going to send this for investigation. Uh, I'm assuming they're going to listen the call, and then they'll, they decide, um, what happened then, and I will be giving you a call back, ma'am, okay? My name is Sarah, and I am the, um, the supervisor, and I will be giving you a call as soon as I get an information back, okay? Okay, thank you. Um- Wait a minute. Tell me. Okay, um, otherwise there's no... There's... Do you know how long that's going to take? Like, I don't know what my other options are. Okay, let me check that for you. Wait a minute, I'm waiting for the system to download. The next company open enrollment period is going to be on December. Oh, okay. This, um, investigation ... give us and I will be giving you a call. Okay, ma'am? Okay, thank you. I appreciate- ... Have a good one. ... it. You're more than welcome. Um, sure, I'm going to give you a call once I get that back. Okay. Have a wonderful day, ma'am. Have a good day. You as well. Thank you.

Conversation Format

Speaker None: Hello? Hello. Good morning. Good morning. This is Sarah from Benefits . How are you doing today? I'm good. How are you? Doing okay . Okay, how can I help you, ma'am? Hi, um, I was told that I wasn't able to, um, have my spouse be added because I didn't, um, turn in the qualifying document within 30 days. But when I had called before, they told me that it had to be certified, the marriage license. Um, so that happened on the 14th, um, so I guess I was just confused. I understand that, um, your question, ma'am. Okay, this is what happened. The Qualified Life Event must be... Okay, not the document, the event must happen during the past 30 days, and the, um... The marriage certification as you provide us is showing that, uh, the marriage happened on March the 24th. So how that works is from the moment that you request the Qualified Life Event, counting to the back, it has to be 30 days from the event, not from the moment that you submit the document. It's from the event. From the, from the request? From the event. Like, if the marriage happened on, uh, March the 24th, right? Mm-hmm. I mean, I called and I had requested before, but I was told... I guess, they didn't move forward because I didn't have the marriage license, so I guess there was a misunderstanding. Okay, let me review- I had called like two or three weeks ago. Okay, let me review this information here. Give me just one minute, please. And I had sent an email to my supervisor as well with a request from like a month ago. Okay, the first... Okay, give me just a minute while I review all these notes, please. Okay. Okay, the first, uh, Qualified Life Event was sent on May the 2nd. That's when you requested Qualified Life Event. Is that correct?

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