

Transcript: Sara

Marulanda-5369480884568064-4733217894612992

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, my name is Sarah. May I have your name, please? Hi, Sarah. My name is Magdalena Rivera. Hello, Ms. Rivera. How may I help you? I'm calling you to find out if I can get insurance. Sure, let me check that for you. May I have please the last four digits of your Social Security number and the name of the agency that you are working with? 3714... And it was HSS. HSS, Hospitality Staffing Solutions. Ms. Magdalena Rivera, um, just for security purposes can you please verify your address and date of birth? 939 Acker, A-C-K-E-R Avenue, Scranton, PA 18504. What else do you need? Your date of birth. 04211976. Thank you, ma'am. And is your email rivaramagdalenatheri@gmail.com? Correct. Uh, we don't have any phone number here for you. Would you like to provide us with a phone number? Yes, 347-241-5679. 347-241-5679. Thank you very much. Okay, Ms. Magdalena, let me check this for you. Just a minute, I'm checking for the open enrollments. Hold on, please. Okay, Hospitality Staffing Solutions, your hire date is from 2020. When was the... Okay. We have a hire date March 7, 2022. Have you been working since then all the time- Yes. ... with the company? Yes. Okay. Uh, during the last, uh, 30 days have you get married, divorced, have you have a child, adopted child or lost, involuntarily lost coverage with another company? No, um, as of the 1st of December I'm not gonna have any more insurance. I had it with someone, but they're gonna discontinue it, so that's why I'm looking for insurance. You said 1st of December or January? January, I'm sorry. January. Oh, okay. So, um, if you're gonna lose coverage, that is called a qualified life event. I'm gonna send you a document to your email for you to send us whatever documents they're asking there. Be just a minute, please. What do you mean, for whatever documents they're asking? I don't get it. Okay, there is a list of documents that you're gonna need. Uh, o- okay, right now you are out of your personal open enrollment period. Your company is out of, uh, company open enrollment period, so we will need to enroll you through a QLE. QLE is the qualified life event and the email I'm gonna send you will give you instructions of what documents you can send us, for us- Mm-hmm. ... eh, to enroll you through a qualified life event. Um, we need the documents for the, uh, main office to, for the main office to review the information and they'll see, they will approve for you to be enrolled on qualified life event. Or through a qualified life event to better say. Okay. So give me just a minute, I'm working on that email. Magdalena. I just sent it to your email. Can you check your email and see if you have received, um, an email from info@benefitsinacard? Hold on. Sure, ma'am. Yes. Okay. Uh, it's sarahmarulanda? Okay, give me a minute. All righty. Just a minute and I'm sorry about that. I gonna send you... Okay, Rivera. I'm gonna s- Okay, this, it's the same document but, um, Magdalena. I did send it from the wrong email. I'm sending it now from an email called Info. Okay. So please answer to the second email, to the Info one. Have you receive it? It might take a minute. Just let me know if you have received it,

please. No, I'm waiting but nothing has come yet. Okay, in that case you can answer, eh, through the first email, the one from Sarah Marulanda which is my personal email. Just, um, answer to that email and I will, uh, send that to the main office. So what do I have to d- submit these documents through this email? Ye- They're asking you for some documents there like, um, em... what they going to be telling you- Your current provider with the start and end date. Oh. Over, like employer- Like, like if, like what docu- No, just, just because you're losing coverage didn't it- Yeah. ... they wonder, you need to say. What coverage are you losing? Uh, like a Medicare or regular insurance? The regular insurance, so I have to provide the letter that says that I will no longer have insurance effective- Yes, ma'am. Yes, ma'am. Okay. 100% correct. Yes, just send us a letter telling what coverage you used to have and, um, when the coverage, eh, end and why. Okay. Just send us that. And then you actually know if I qualify? I'm sorry? You guys will let me know once you submit it, you guys will email me and let me know if I qualify and how much it's going to be? Yes, uh, we're gonna... Once it gets approved they will tell us what plans would you be approved for. So I- Okay. ... will give you a call and tell you, uh, what plans that you're gonna be approved for and then you will choose from there and let us know what you would like to be enrolled at, if that we claim to be approved, okay? O- No problem. Thank you. All righty, Ms. Rivera. Other than that is there anything else that I can help you with? No, that's it. You've been of great help. Thanks. All righty, ma'am. Have a wonderful day and thank you for calling Benefits in a Card. Okay, thanks. Bye. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes.

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Okay, there is a list of documents that you're gonna need. Uh, o- okay, right now you are out of your personal open enrollment period. Your company is out of, uh, company open enrollment period, so we will need to enroll you through a QLE. QLE is the qualified life event and the email I'm gonna send you will give you instructions of what documents you can send us, for us- Mm-hmm. ... eh, to enroll you through a qualified life event. Um, we need the documents for the, uh, main office to, for the main office to review the information and they'll see, they will approve for you to be enrolled on qualified life event. Or through a qualified life event to better say. Okay. So give me just a minute, I'm working on that email. Magdalena. I just sent it to your email. Can you check your email and see if you have received, um, an email from info@benefitsinacard? Hold on. Sure, ma'am. Yes. Okay. Uh, it's sarahmarulanda? Okay, give me a minute. All righty. Just a minute and I'm sorry about that. I gonna send you... Okay, Rivera. I'm gonna s- Okay, this, it's the same document but, um, Magdalena. I did send it from the wrong email. I'm sending it now from an email called Info. Okay. So please answer to the second email, to the Info one. Have you receive it? It might take a minute. Just let me know if you have received it, please. No, I'm waiting but nothing has come yet. Okay, in that case you can answer, eh, through the first email, the one from Sarah Marulanda which is my personal email. Just, um, answer to that email and I will, uh, send that to the main office. So what do I have to d- submit these documents through this email? Ye- They're asking you for some documents there like, um, em... what they going to be telling you- Your current provider with the start and end date. Oh. Over, like employer- Like, like if, like what docu- No, just, just because you're losing coverage didn't it- Yeah. ... they wonder, you need to say. What coverage are you losing? Uh, like a Medicare or regular insurance? The regular insurance, so I have to provide the letter that says that I will no longer have insurance effective- Yes, ma'am. Yes, ma'am. Okay. 100% correct. Yes, just send us a letter telling what coverage you used to have and, um, when the coverage, eh, end and why. Okay. Just send us that. And then you actually know if I qualify? I'm sorry? You guys will let me know once you submit it, you guys will email me and let me know if I qualify and how much it's going to be? Yes, uh, we're gonna... Once it gets approved they will tell us what plans would you be approved for. So I- Okay. ... will give you a call and tell you, uh, what plans that you're gonna be approved for and then you will choose from there and let us know what you would like to be enrolled at, if that we claim to be approved, okay? O- No problem. Thank you. All righty, Ms. Rivera. Other than that is there anything else that I can help you with? No, that's it. You've been of great help. Thanks. All righty, ma'am. Have a wonderful day and thank you for calling Benefits in a Card. Okay, thanks. Bye. Bye-bye.