

Transcript: Sara

Marulanda-5569277759799296-4755264201244672

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Yes, my name is Canyon Cobbs, K-A-N-Y-O-N C-O-B-B-S. Well, Mr. Cobbs, how may I help you, sir? Uh, yes. I was trying to look at my insurance or see what I could, like, change my coverages for. Sure. Let me check your account. May I have the name of the agency that you are working with and the last four digits of your Social Security number? Uh, yes. Uh, do you need the staffing agency I'm working with or do you need the- Just staffing agency. Okay. Surge Staffing. Surge Staffing, okay. And my Social, the last four of my Social is 0959. Thank you very much. Mr. Canyon Cobbs, and just for security purposes, sir, can you please verify your address and date of birth? Uh, you, uh, you want me to repeat my address and my date of birth? Yes, please. Uh, it should be 301 McNabb Street Southwest, Cullman, Alabama. Okay. And then my, uh, date of birth is 10-28-2004. And is your email YCSh5FN7J@privately.appleid.com? I'm sorry. Um, I, I think I have mine, I think I have my actual... I think I must have, like, had my, uh, email hidden. Like, whenever you... Since my... I have an Apple device, like, you can choose to hide your, uh, Gmail. So I don't think it gave you my actual Gmail. Okay, so which one is your email? Uh, canyoncobbs10@gmail.com is my email. Canyon Cobbs1? Yes. Go ahead. K-A-N-Y-O-N C-O-B-B-S10@gmail.com is my, is my Gmail. Okay, we've got it. And is your phone number 256-287-7397? 256-287-7397, yes. Okay, thank you very much. I already saved that information. Okay, you said you want to up- upgrade your coverage? Yeah, I was wanted to look what I was already covered for and I wanted to see if I could change that. Okay, let me see. Well, unfortunately, you are out of your personal open enrollment period. The last day for you to make any changes was November the 2nd. Um... And you are involved on preventive care only. Um, the only things you can do at this moment is, or, cancel that coverage. Y- yes, basically that's the only thing you can do. Let me ask you something. During the last 30 days, have you got married, divorced, have a child, adopt a child or voluntarily lost coverage with another company? Uh, no. No, nothing? But I do plan to file marriage papers, file marriage papers soon. Yeah. No, in that case, um, those are called qualified life events but you don't have any of those. And the next company open enrollment period for Surge will be until September and- I see. ... yes, you're out of the personal open enrollment. Would you like to- So I don't have to Oh, no. I didn't mean to interrupt. I was just wondering if I had any type of dental coverage, because I'm having really bad dental problems and I'm gonna have to go to the dentist. So I was wondering if may- if there's any way I could get set it up eventually so I could, so I could help back pay or something. Okay, the only plan you have is preventative. Den- dental is an additional benefit option and you're not enrolled on that. Um, and there's nothing we can do, like, to... How do you call that? Like, we cannot add you, uh, to that plan without being... I mean, being out of the open enrollment or personal open

enrollment. So in this case, uh, we cannot help you add in anything, unfortunately. Okay. So, uh, what would be the best way if I... Or when does the, when does the window open again possibly? The next company open enrollment, let me check that for you. I'm sorry. Waiting for system. Okay. Uh, the open enrollment, it's August the 12th to the 23rd next year. The 12th to the 23rd... The, the 12th to the 23rd of when next year? August. Yes. August next year. August? Yes, sir. Okay. All righty. Well, I guess that's all I need right now. Yeah, I'm sorry about that. You're good. I understand. It was my fault. I just have a lot going on, so I didn't really have time to set it all up correctly. Yes. So you must receive your ID card. Um, we're just waiting for your company to start making deductions. And once you see the first deduction, by the end of that week you're going to receive your ID card for the preventive care. Yeah. All righty, sir. Thank you. You're more than welcome, sir. Have a wonderful day, and thank you for calling Benefits in a Cart. You too. Thank you, mm-hmm, bye-b-

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Yes, my name is Canyon Cobbs, K-A-N-Y-O-N C-O-B-B-S. Well, Mr. Cobbs, how may I help you, sir? Uh, yes. I was trying to look at my insurance or see what I could, like, change my coverages for. Sure. Let me check your account. May I have the name of the agency that you are working with and the last four digits of your Social Security number? Uh, yes. Uh, do you need the staffing agency I'm working with or do you need the- Just staffing agency. Okay. Surge Staffing. Surge Staffing, okay. And my Social, the last four of my Social is 0959. Thank you very much. Mr. Canyon Cobbs, and just for security purposes, sir, can you please verify your address and date of birth? Uh, you, uh, you want me to repeat my address and my date of birth? Yes, please. Uh, it should be 301 McNabb Street Southwest, Cullman, Alabama. Okay. And then my, uh, date of birth is 10-28-2004. And is your email YCSh5FN7J@privately.appleid.com? I'm sorry. Um, I, I think I have mine, I think I have my actual... I think I must have, like, had my, uh, email hidden. Like, whenever you... Since my... I have an Apple device, like, you can choose to hide your, uh, Gmail. So I don't think it gave you my actual Gmail. Okay, so which one is your email? Uh, canyoncobbs10@gmail.com is my email. Canyon Cobbs1? Yes. Go ahead. K-A-N-Y-O-N C-O-B-B-S10@gmail.com is my, is my Gmail. Okay, we've got it. And is your phone number 256-287-7397? 256-287-7397, yes. Okay, thank you very much. I already saved that information. Okay, you said you want to upgrade your coverage? Yeah, I was wanted to look what I was already covered for and I wanted to see if I could change that. Okay, let me see. Well, unfortunately, you are out of your personal open enrollment period. The last day for you to make any changes was November the 2nd. Um... And you are involved on preventive care only. Um, the only things you can do at this moment is, or, cancel that coverage. Y- yes, basically that's the only thing you can do. Let me ask you something. During the last 30 days, have you got married, divorced, have a child, adopt a child or voluntarily lost coverage with another company? Uh, no. No, nothing? But I do plan to file marriage papers, file marriage papers soon. Yeah. No, in that case, um, those are called qualified life events but you don't have any of those. And the next company open enrollment period for Surge will be until September and- I see. ... yes, you're out of the

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