

Transcript: Sara

Marulanda-5861483638079488-5052777769910272

Full Transcript

... over 40, ab- about 60 days, almost 60 days. Thank you for calling Bene- It's been that long out with me. Thank you for calling Benediction NetCard. My name is Sarah. May I have your name, please? My name is Kevin Carpenter. Hello, Mr. C- Carpenter. How may I help you? I'm trying to, uh, I just called, I was calling WorkSmart and I'm trying to get on this insurance. I'm trying to enroll on this insurance that y'all have, because I needed to go to the doctor. Okay, let me check that for you. But then... Yeah. May I have, please, the last four digits of your Social Security number? 5737. And you say WorkSmart, is that correct? Yes, yes. Thank you very much, Mr. Kevin Lamar Carpenter. Yes. Uh, just for security purposes, can you please verify your address and date of birth? 1220 LIMO Road, Everton, Georgia 30635. But I have a new address. Would you like that? Yes, please- A new mailing address? ... because we have a different... Yes. It's 130 Liberty Circle, Hartwell, Georgia 30643. Thank you very much. 30643? Yes. Okay, let me fix that. So we have 130 Liberty Parkway, Hartwell, Georgia 30643. No, no, no, no, no, no, no, no, no. Liberty, Liberty Circle. Liberty Circle. Yes. Hartwell, Georgia. Any apartment number? 130. Okay. And your date of birth? 7/22/70. And your email, kevlamarc54@gmail.com? Yes. And is your phone number 762-847-3376? Yes. Thank you very much. Uh, now when did you start working for the company? Uh, she said I started February the 18th. Okay. And everybody... Okay. Right now, you're out of your personal open enrollment period. Um, had you get married, divorced, have a child- Hello? ... an adopted child or involuntary loss coverage with another, another company during the last 30 days? Have I did what now? During the last 30 days, had you get married- Yeah. ... divorced- No. ... have a child? Yes, I have kids. Okay. During the last 30 days- I haven't had no child recently, though. Oh, no, no, no, no, no, no. Okay. Okay, let me start all over again. During the last 30 days, have you get married, have divorce, adopted child, um, or involuntar- coverage with another company? No, all of those are no. Okay. Um, in that case, you'll have to..... the next company open enrollment period. When is that? Um, okay, I'm checking that. Give me a minute, please. Just waiting for the system to open. Hmm. Okay. Next company open enrollment will be on December. When? December to January. Yes, sir. In December? December to January. Yes, sir. Man, that's just hard. That's just- They do that once a year. Man, this is crazy, bro. They taking money out of my check, and I ain't getting no insurance? Uh, how much have they taken? I heard it's \$16 a week, every pay period. They said it's an automatic thing. \$16 a week? They automatic taking... Huh? Are you sure isn't that- They take them- ... for Medicare? Huh? Are you sure isn't that for Medicare? I don't know. I don't know what it is. Uh, all I know is, uh, they're taking money out of my check. They said I'm eli- eligible for, uh, to enroll in the, uh, they called them and let them know to enroll me. I need a insurance card- Okay. ... to go to my doctor. Okay, hold on. If you check on your pay, pay stub, on the left side of the deduction should be the name of the deduction. That

could be Medicare. Mm-hmm. Because the auto-enrollment applies only for the new employees and you did work with the company on 2021, so you're not considered a new hire, so you won't be auto-enrolled as you are not auto-enrolled on any plan. That's what she told me to get, I gotta get enrolled. No, she's confused. That applies only for the new hires and you are not a new hire. Yeah, that's not true, because she just n- she just told me that that is not true. By y'all saying that they don't do a rehire. That's not true. You need to, y'all need to call WorkSmart and talk to them then. I think- Maybe they can show y'all everything. Yes, ask... Me the name of that person, please? Huh? Can, can you give me the name- WorkSmart. ... of the person that is giving me the guidance? Her name is Christy. Christy. Christy. Any last name? Yes. I don't know her last name. I just know Christy. Okay, Christy from WorkSmart, right? And her full Christian name. Yes, yes. Okay. Okay. Um, I'm going to send this to the main office. I think they're gonna need to retrain their employees, because, uh, that's not true. The only ones that are..... and I will then want is the new hires, not the rehires. Yeah, but they are... Well, they just said that's not true. I asked her that, about the rehires thing, but they, they, or that's what y'all told me on the phone. And they said that it is not true. Yes, I mean, that makes sense. She's, uh, she works for the staffing agency. We are the administrators for the healthcare coverage. Mm-hmm. So, um, no, she's wrong. I'm sorry about it. Well, I'm just trying to get some insurance so I can go to my doctor 'cause I am a di- I'm a diabetic. Yes, I understand you. But anyway, there is, sir, three options for you to enroll. One is during your company op- I mean, your personal Open Enrollment Period, which was back home February. The first 30 days on your first paycheck. The second option is from a qualy- Qualified Life Event and you say no to all the questions, so you don't have any Qualified Life Event. And the other one is during the Company Open Enrollment Period and that will happen only until, between December and January. So, uh, because you're out of the enrollment- That's it for now for me. I need insurance. I need insurance before then. Well, I'm sorry. Uh, have you checked with the marketplace? Well, do whatever you gotta do, ma'am. Just call WorthSmart and talk to them people. They'll tell you everything you need to know, 'cause there ain't no more than that- No, sir. ... but I just, I'm just trying to get some insurance. What I'm ask- What I'm asking you is, have you checked with marketplace? They may can help you with the en- I mean, I mean, with other enrollment. I don't know nothing about that. I just deal with WorthSmart. Okay. They taking money out of my check for this insurance and I, I'm trying to see how can I get a card to go to the doctor. 'Cause they taking money out of my check. They say they- Sir- ... automatically rolls over after 30 days. Yep. That's what they told me. She gives you wrong information, sir. I'm trying to give you the correct information. Oh of my God. Can you call her please? 'Cause I don't know nothing about this. Can you call WorthSmart- I'm gonna send this. I'm gonna send... Sir, I'm gonna send this to the main office for them to contact her. Yeah, do that. I don't have any- Do that. Do that. So- But, uh, just because you're not- Go ahead and do that. ... enrolled, you don't have any coverage with us. Okay then, that's what they told me. So call them and let them know or y'all get back at me, get back with me and let me know something. Wa- sir, what, what would you like me to let you know? I'm, I'm telling you, you don't have any coverage with us. Okay, call WorthSmart. And they can, uh, we'll go from there, 'cause they say if I got any problems to tell you, you give them a call. I mean, yes, I'm going to pass this information to the main office, but I don't have any other- Okay. ... future information for you, sir. There is no enrollment. There's no coverage for you. All right then. Well, well, well, okay then. Just, uh, send them whatever you need to send them

and they'll get with me. All right. Sir, I, I mean, I'm going to contact them, of course. I'm going to send someone to contact them. Okay. But I don't have any information, any future information for you. Okay. The only thing is for you to wait- Okay. Well, call them. Get in touch with them then. Oh my God. Okay, sir. Yeah. Thanks.

Conversation Format

Speaker None: ... over 40, ab- about 60 days, almost 60 days. Thank you for calling Bene- It's been that long out with me. Thank you for calling Benediction NetCard. My name is Sarah. May I have your name, please? My name is Kevin Carpenter. Hello, Mr. C- Carpenter. How may I help you? I'm trying to, uh, I just called, I was calling WorkSmart and I'm trying to get on this insurance. I'm trying to enroll on this insurance that y'all have, because I needed to go to the doctor. Okay, let me check that for you. But then... Yeah. May I have, please, the last four digits of your Social Security number? 5737. And you say WorkSmart, is that correct? Yes, yes. Thank you very much, Mr. Kevin Lamar Carpenter. Yes. Uh, just for security purposes, can you please verify your address and date of birth? 1220 LIMO Road, Everton, Georgia 30635. But I have a new address. Would you like that? Yes, please- A new mailing address? ... because we have a different... Yes. It's 130 Liberty Circle, Hartwell, Georgia 30643. Thank you very much. 30643? Yes. Okay, let me fix that. So we have 130 Liberty Parkway, Hartwell, Georgia 30643. No, no, no, no, no, no, no, no, no. Liberty, Liberty Circle. Liberty Circle. Yes. Hartwell, Georgia. Any apartment number? 130. Okay. And your date of birth? 7/22/70. And your email, kevlemarc54@gmail.com? Yes. And is your phone number 762-847-3376? Yes. Thank you very much. Uh, now when did you start working for the company? Uh, she said I started February the 18th. Okay. And everybody... Okay. Right now, you're out of your personal open enrollment period. Um, had you get married, divorced, have a child- Hello? ... an adopted child or involuntary loss coverage with another, another company during the last 30 days? Have I did what now? During the last 30 days, had you get married- Yeah. ... divorced- No. ... have a child? Yes, I have kids. Okay. During the last 30 days- I haven't had no child recently, though. Oh, no, no, no, no, no, no. Okay. Okay, let me start all over again. During the last 30 days, have you get married, have divorce, adopted child, um, or involuntar- coverage with another company? No, all of those are no. Okay. Um, in that case, you'll have to..... the next company open enrollment period. When is that? Um, okay, I'm checking that. Give me a minute, please. Just waiting for the system to open. Hmm. Okay. Next company open enrollment will be on December. When? December to January. Yes, sir. In December? December to January. Yes, sir. Man, that's just hard. That's just- They do that once a year. Man, this is crazy, bro. They taking money out of my check, and I ain't getting no insurance? Uh, how much have they taken? I heard it's \$16 a week, every pay period. They said it's an automatic thing. \$16 a week? They automatic taking... Huh? Are you sure isn't that- They take them- ... for Medicare? Huh? Are you sure isn't that for Medicare? I don't know. I don't know what it is. Uh, all I know is, uh, they're taking money out of my check. They said I'm eli- eligible for, uh, to enroll in the, uh, they called them and let them know to enroll me. I need a insurance card- Okay. ... to go to my doctor. Okay, hold on. If you check on your pay, pay stub, on the left side of the deduction should be the name of the deduction. That could be Medicare. Mm-hmm. Because the auto-enrollment applies only for the new

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