

Transcript: Sara

Marulanda-5892037132992512-5061534540677120

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? Uh, Darnell Adkins. Hello, Mr. Adkins. How may I help you? Hi. I was, uh, just on the website trying to enroll for Enterra, Enterra Versa- Versus Staffing or whatever, uh. Okay. And it said I was, um, it said I was denied or something. Okay, let me check your account. Uh, may I have the last four digits of your Social Security number? 3886. Adkins you say, right? Yeah, A-D-K-I-N-S. Mr. Adkins, and just for security purposes, can you please verify your address and date of birth? Uh, 1801 Northeast 143rd Avenue, October 31st, 1975. Email tadkins8976 or dadkins8976@icloud.com? Yes. Phone number is 971-533-0125. Yes, ma'am. Thank you very much. When did you start working with the company, sir? Excuse me? When did you start working with the company, with Enterra? For Stella Enterra? Uh, almost a year ago originally, and then I've been working with this last company for about four months. Okay. Uh- This is where I live at and all that. ... during the last 30 days, have you get, uh, married, divorced, have a child, have adopted child, or has involuntary loss coverage with another company? No. Okay. In that case, you're not eligible to enroll because you're out of the, out of your personal open enrollment period or company open enrollment period. So let me tell you when the next company open enrollment period will be. Just a minute, please. Oh, so you're saying I don't have coverage? N- no. You're, you're not enrolled and you cannot enroll right now because you are out of your personal open enrollment period and the company open enrollment period just ended on, on the 3rd, January the 3rd. Oh. Oh. So in that case, you will have to wait until the next company open enrollment period which is on December. Okay. So I don't have no coverage at all with, with them basically is what you're saying, right? No sir. No. No. There is no coverage. No. You did not enroll. Okay. Thanks. Okay, sir. Um, I'm sorry about that. You're more than welcome, sir. So they're not taking no money out of my check for the no insurance then, right? No. No, no. Not at all. Okay. If you see any deductions from your paycheck must be federal taxes and Medicare or state taxes, but not from RHA. Okay, thank you. Okay, sir. You're more than welcome. Have a great day and thank you for calling Benefits in a Cart. Okay, bye. You're welcome. Bye.

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? Uh, Darnell Adkins. Hello, Mr. Adkins. How may I help you? Hi. I was, uh, just on the website trying to enroll for Enterra, Enterra Versa- Versus Staffing or whatever, uh. Okay. And it said I

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