

## Transcript: Sara

**Marulanda-6039708475506688-5156719218573312**

### Full Transcript

Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name please? Yeah, my name is Robert Brewer. I missed y'all's call. I called yesterday about my insurance. Sure, sir. Um, let me check that for you. May I have please, the name of the agency that you're working with and the last four of your Social to locate you on the system? The last number of my Social is 2080. Okay. I work with Focus Workforce in Harrisonville, Missouri. Okay, sir. Thank you. Uh, just for security purposes, can you please verify your address and date of birth? 200 North Bradley, Apartment B, Harrisonville, Missouri. Robert Brewer. Okay. And your date of birth, you say? 3/28/66. Thank you. Email robertbrewer@yahoo.com? Yes. Phone number 816-308-7146. I'm sorry. Do what now? Your phone number, 816-308-7146. Oh, 33- 30- 308-7146. Okay, sir. Yes. Thank you. Okay, let me check why did they called you. I was supposed to be... I called, talked with someone yesterday, I don't know if it was you, but I was supposed to be getting... They said I canceled my insurance at work because the first of the year, we had to redo our paperwork. But I took- Oh. I told her yesterday I was going to get it reinstated because I haven't... Okay. The note I have here on this system is, um, that you were, um, called to inform you that your benefits cannot be reinstated because after further investigation your benefits were canceled by your request. Um, she could not leave a message because the voicemail was full. So you're saying I- I have no insurance? N- no. What I'm saying is that they cannot reinstate your coverage, uh, because the cancellation was requested for you. That's what they found out from the investigation. Okay, so I don't really understand what you're saying. What I'm saying, sir, is that they cannot reinstate your coverage, is you cannot reinstate- reinstate your healthcare insurance, uh, because the cancellation that is placed here on the system, it was requested by yourself. No, I told you, I told the lady yesterday they... I did not re- deny it. I just requested to get it reinstated. Okay. Okay. Oh, doh, doh, doh. Okay, let me see that you're not on COBRA. Okay, let me review this account for a minute. I'm going to put you on hold for a minute. Okay, sir? Okay. O- okay. Okay, thank you. I'll be right back with you. Please don't disconnect the call. All right. Thank you. Hello, Mr. Brewer. Yes. Thank you for waiting, sir. Okay. Okay, I already reviewed the account and we cannot reinstate your coverage. You're going to have, you're going to need to wait until the next company open enrollment period, which will be on December. Be when? December, sir. December. De- December? So I have to wait until de- December to reinstate it? Yes, sir. Okay. Why would that be? Why would they do it like that? Because they do that once a year, and this year was, uh, from December to January. It's already done. Oh. So we have to wait until the next year. Okay, thank you very much. But I'll, I'll be back in contact with you. Sure, sir. Thank you for calling us and I wish you two have a wonderful day, sir. You too. Bye. Thank you. I appreciate it. Bye-bye.

## Conversation Format

Speaker None: Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name please? Yeah, my name is Robert Brewer. I missed y'all's call. I called yesterday about my insurance. Sure, sir. Um, let me check that for you. May I have please, the name of the agency that you're working with and the last four of your Social to locate you on the system? The last number of my Social is 2080. Okay. I work with Focus Workforce in Harrisonville, Missouri. Okay, sir. Thank you. Uh, just for security purposes, can you please verify your address and date of birth? 200 North Bradley, Apartment B, Harrisonville, Missouri. Robert Brewer. Okay. And your date of birth, you say? 3/28/66. Thank you. Email robertbrewer@yahoo.com? Yes. Phone number 816-308-7146. I'm sorry. Do what now? Your phone number, 816-308-7146. Oh, 33- 30- 308-7146. Okay, sir. Yes. Thank you. Okay, let me check why did they called you. I was supposed to be... I called, talked with someone yesterday, I don't know if it was you, but I was supposed to be getting... They said I canceled my insurance at work because the first of the year, we had to redo our paperwork. But I took- Oh. I told her yesterday I was going to get it reinstated because I haven't... Okay. The note I have here on this system is, um, that you were, um, called to inform you that your benefits cannot be reinstated because after further investigation your benefits were canceled by your request. Um, she could not leave a message because the voicemail was full. So you're saying I- I have no insurance? N- no. What I'm saying is that they cannot reinstate your coverage, uh, because the cancellation was requested for you. That's what they found out from the investigation. Okay, so I don't really understand what you're saying. What I'm saying, sir, is that they cannot reinstate your coverage, is you cannot reinstate- reinstate your healthcare insurance, uh, because the cancellation that is placed here on the system, it was requested by yourself. No, I told you, I told the lady yesterday they... I did not re- deny it. I just requested to get it reinstated. Okay. Okay. Oh, doh, doh, doh. Okay, let me see that you're not on COBRA. Okay, let me review this account for a minute. I'm going to put you on hold for a minute. Okay, sir? Okay. O- okay. Okay, thank you. I'll be right back with you. Please don't disconnect the call. All right. Thank you. Hello, Mr. Brewer. Yes. Thank you for waiting, sir. Okay. Okay, I already reviewed the account and we cannot reinstate your coverage. You're going to have, you're going to need to wait until the next company open enrollment period, which will be on December. Be when? December, sir. December. De- December? So I have to wait until de- December to reinstate it? Yes, sir. Okay. Why would that be? Why would they do it like that? Because they do that once a year, and this year was, uh, from December to January. It's already done. Oh. So we have to wait until the next year. Okay, thank you very much. But I'll, I'll be back in contact with you. Sure, sir. Thank you for calling us and I wish you two have a wonderful day, sir. You too. Bye. Thank you. I appreciate it. Bye-bye.