

Transcript: Sara

Marulanda-6136812792758272-5761861879382016

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the ■Cart. My name is Sarah. May I have your name, please? James Holmes. I'm sorry? James Holmes. Hello, Mr. James. How may I help you? I was calling because I wanted to sign up for, um, benefits for myself and my kids. Sure. Let me help you with that. Uh, may I have the name of the agency that you are working with and the last four of your Social? Uh, BG MultiFamily Staffing, and the last four of my Social is 7074. Okay. And can you repeat your name and last name for me please? James Holmes. Holmes. Okay. And, uh, just for security purposes, can you please verify your address and date of birth? 729 14th Avenue, Prospect Park, PA 19076. And what was the other thing? Date of birth. Oh, 5-13-1984. Okay. And is your email jwholmes_111@msn.com? Yes. And for your phone number, we're missing one number. We have 215-582-958- Zero. ... 80. Okay, sir. Thank you very much. Let me check this. So when did you start working with the company again? Uh, I've been with BG for, I think maybe since 2017. Okay. And have you been working the whole time straight? Uh, when they have assignments available, yes. Okay. When was the last time you get an assignment with them? I'm on one now. I've been on one for two months now. Okay, hold on. Let me check something here. Okay, because I don't have any update on the hire dates, I'm going to have to send this for an eligibility review, uh, to see if you are eligible to enroll. Because you have to be longer than 90 days out of, um, assignment to be considered like, uh, a survey hire. Uh, keeping in mind the last hire date I have here is from, uh, November the 1st. So it is a little... Yes, you're out of the open enrollment, um, based on this hire date, but I need for the main office to update the information and, uh, put the newest information in here. So what I going to do is, I going to send this for them to update it, and give me just a minute. I'm checking here for the company open enrollment. Give me just a minute, please. Okay. Yes, I think... Okay. Yes. Um, that's the only thing I can do now, uh, just for them to update the information. Let me ask you something. During the last 30 days, have you got married, divorced, have a child, adopt a child or had involuntary loss coverage with another company? No. Okay. So let me send this to the main office. As soon as they give me an information back, I will be giving you a call, uh, at this number, 215-582-9580. Everything depends on the dates they put on the system. Um, we don't ■have that- Have you said that I have insurance from another company? Yes. Have you lost involuntary loss coverage with another company during the last 30 days? Oh. Yeah, I... Uh, we did have, um, state insurance. Um, but I no longer qualify for that. Okay. But when- But we did have- ... was the last day of that coverage? Mm. Was that during the last 30 days? Yes. It was more than that. Okay, has to be during th- during the last 30 days. After 30 days, I mean, the qualified life event is not eligible anymore. Okay. Um, le- let me send this to the main office, and, um, I will be giving you a call back between 24 and 48 hours, but they usually answer before that. Okay. Okay? Yeah. So and

then we will see if, if you are eligible and we can go ahead with the enrollment once they approve it. Okay? Okay. Yes. All righty, sir. Other than that, is there anything else that I can help you with? If I have to wait, when is open enrollment? Oh, let me check that for you. Okay, next company open enrollment... Oof. Going to be until August, August 19th to September the 27th. Okay. Yeah. So, let's, uh, wait for the... I, I mean, the eligibility review to come up. Okay. You might be eligible. Okay? Yes. All righty. Uh, so- Thank you. ... thank you for calling us. Have a wonderful day, sir. Bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the ■Cart. My name is Sarah. May I have your name, please? James Holmes. I'm sorry? James Holmes. Hello, Mr. James. How may I help you? I was calling because I wanted to sign up for, um, benefits for myself and my kids. Sure. Let me help you with that. Uh, may I have the name of the agency that you are working with and the last four of your Social? Uh, BG MultiFamily Staffing, and the last four of my Social is 7074. Okay. And can you repeat your name and last name for me please? James Holmes. Holmes. Okay. And, uh, just for security purposes, can you please verify your address and date of birth? 729 14th Avenue, Prospect Park, PA 19076. And what was the other thing? Date of birth. Oh, 5-13-1984. Okay. And is your email jwholmes_111@msn.com? Yes. And for your phone number, we're missing one number. We have 215-582-958- Zero. ... 80. Okay, sir. Thank you very much. Let me check this. So when did you start working with the company again? Uh, I've been with BG for, I think maybe since 2017. Okay. And have you been working the whole time straight? Uh, when they have assignments available, yes. Okay. When was the last time you get an assignment with them? I'm on one now. I've been on one for two months now. Okay, hold on. Let me check something here. Okay, because I don't have any update on the hire dates, I'm going to have to send this for an eligibility review, uh, to see if you are eligible to enroll. Because you have to be longer than 90 days out of, um, assignment to be considered like, uh, a survey hire. Uh, keeping in mind the last hire date I have here is from, uh, November the 1st. So it is a little... Yes, you're out of the open enrollment, um, based on this hire date, but I need for the main office to update the information and, uh, put the newest information in here. So what I going to do is, I going to send this for them to update it, and give me just a minute. I'm checking here for the company open enrollment. Give me just a minute, please. Okay. Yes, I think... Okay. Yes. Um, that's the only thing I can do now, uh, just for them to update the information. Let me ask you something. During the last 30 days, have you got married, divorced, have a child, adopt a child or had involuntary loss coverage with another company? No. Okay. So let me send this to the main office. As soon as they give me an information back, I will be giving you a call, uh, at this number, 215-582-9580. Everything depends on the dates they put on the system. Um, we don't ■have that- Have you said that I have insurance from another company? Yes. Have you lost involuntary loss coverage with another company during the last 30 days? Oh. Yeah, I... Uh, we did have, um, state insurance. Um, but I no longer qualify for that. Okay. But when- But we did have- ... was the last day of that coverage? Mm. Was that during the last 30 days? Yes. It was more than that. Okay, has to be during th- during the last 30 days. After 30 days, I

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