

Transcript: Sara

Marulanda-6565658692108288-5582326466560000

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? Donald Abston. Hello, sir. How may I help you? Uh, yes, I was trying to find out about my, my insurance because, uh, I'm in the hospital. I had, uh, got shot, uh, last Friday and I'm in the hospital and I'm trying to, uh, check on the insurance. Okay. Let me check that for you. So I can get some information. Let me check that for you. May I have the name of the agency that you are working with and the last four of your Social? Um, uh, give me one second. One second. It is, uh, BGSL Staffing. Okay. And the last four is 9173. Okay, Mr. Abston. And, uh, just for security purposes, can you please verify your address and date of birth? Uh, let me see, my address, uh, believe I have 2949 Airway Boulevard, Memphis, Tennessee. Yes, sir. You're correct. Okay. Okay. And, um, your date of birth? Uh, 07/09/78. And is your email abstondonald60@gmail.com? Okay. Well, I have a new one because, uh, someone actually stole this from... Okay, which one is the new one? It will be donaldabston75@gmail.com. So donaldabston75@gmail.com, is that correct? Uh, yes. Okay. And is your phone number 662-402-2335? Oh, no. No, it's been changed. It will be 662-545-1992. Oh, okay. I already updated the information so let me check your account. Okay, Mr. Abston, there's no active coverage for you, um, the last, uh, the last information we have, uh, on your file is from June 2023 when you declined the enrollment. You said you don't want the coverage. Okay. And, um, I don't know why we did this. Uh, and how, how much was the coverage? I'm sorry, sir? I said, and how much is the coverage? I mean, it depends on what plan you would like to enroll at. Um, different plans. Uh, when did you start working with the company? Oh. Oh, because I thought I had health insurance. No, sir, you don't. Uh, how did you enroll? I mean, if you're enrolled, how did you enrolled? Um, online. No, there is no enrollment. The last time I see any movement here on your account was February 2024. And since then, there is no, no activity on your account. Mm-hmm. Okay, 'cause you know I still, I still work, I still work for you guys, through them guys now. Yeah, but, I mean, if you're still working, it doesn't mean that you have coverage. You will need to enroll to have coverage. Okay, so what, what would I have to do? Okay, first, um, first I need to send an eligibility review because we have a November 1st, 2024 and we got August 23rd, 2024. So I need to figure out with the main office which one is the correct hire date and if, if it was November- Okay. ... you're still able to enroll but if it was, um, August, you are not allowed to enroll because you're out of your personal open enrollment period. Uh, yes, it was November. Okay. So I will have to send this to the main office. I don't handle that, and they have to- Okay. ... check when was your, your last check before the new hire date. Well, that's the process. Uh, once I enroll you- Okay. ... uh, it will take seven to, I mean, one to two weeks for your employer to start making deductions. Once you see- Okay. ... the first deduction, the following Monday, that's when the

coverage became active. Like, if you are today at the hospital, that's, that's not gonna be covered. Okay. Okay, that's fine. Okay. So let me send the eligibility review to the main office, then I will get back with you. Okay. All right, thank you very much. Okay. You're more than welcome. Other than that, is there anything else that I can help you with? Oh, no, that'd be all. All righty, sir. So thank you for calling Benefits in a Cart. Have a wonderful day. Uh, you too. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes.

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Donald Abston. Hello, sir. How may I help you? Uh, yes, I was trying to find out about my, my insurance because, uh, I'm in the hospital. I had, uh, got shot, uh, last Friday and I'm in the hospital and I'm trying to, uh, check on the insurance. Okay. Let me check that for you. So I can get some information. Let me check that for you. May I have the name of the agency that you are working with and the last four of your Social? Um, uh, give me one second. One second. It is, uh, BGSL Staffing. Okay. And the last four is 9173. Okay, Mr. Abston. And, uh, just for security purposes, can you please verify your address and date of birth? Uh, let me see, my address, uh, believe I have 2949 Airway Boulevard, Memphis, Tennessee. Yes, sir. You're correct. Okay. Okay. And, um, your date of birth? Uh, 07/09/78. And is your email abstondonald60@gmail.com? Okay. Well, I have a new one because, uh, someone actually stole this from... Okay, which one is the new one? It will be donaldabston75@gmail.com. So donaldabston75@gmail.com, is that correct? Uh, yes. Okay. And is your phone number 662-402-2335? Oh, no. No, it's been changed. It will be 662-545-1992. Oh, okay. I already updated the information so let me check your account. Okay, Mr. Abston, there's no active coverage for you, um, the last, uh, the last information we have, uh, on your file is from June 2023 when you declined the enrollment. You said you don't want the coverage. Okay. And, um, I don't know why we did this. Uh, and how, how much was the coverage? I'm sorry, sir? I said, and how much is the coverage? I mean, it depends on what plan you would like to enroll at. Um, different plans. Uh, when did you start working with the company? Oh. Oh, because I thought I had health insurance. No, sir, you don't. Uh, how did you enroll? I mean, if you're enrolled, how did you enrolled? Um, online. No, there is no enrollment. The last time I see any movement here on your account was February 2024. And since then, there is no, no activity on your account. Mm-hmm. Okay, 'cause you know I still, I still work, I still work for you guys, through them guys now. Yeah, but, I mean, if you're still working, it doesn't mean that you have coverage. You will need to enroll to have coverage. Okay, so what, what would I have to do? Okay, first, um, first I need to send an eligibility review because we have a November 1st, 2024 and we got August 23rd, 2024. So I need to figure out with the main office which one is the correct hire date and if, if it was November- Okay. ... you're still able to enroll but if it was, um, August, you are not allowed to enroll because you're out of your personal open enrollment period. Uh, yes, it was November. Okay. So I will have to send this to the main office. I don't handle that, and they have to- Okay. ... check when was your, your last check before the new hire date. Well, that's the process. Uh, once I enroll you- Okay. ... uh, it will take seven to, I mean, one to two weeks for your employer to start making

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