

Transcript: VICTORIA

Taylor-5024588809682944-4637578458611712

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, yes, I was calling to see about me, uh, getting my insurance card. Okay. Uh, what's the name of the agency you work for? Uh, WinCor Windows and Doors. I- Is that the name of the staffing agency? Uh, the staffing agency is Search. Okay. And the last four of your Social? 7235. All right. And your first and last name? Jayden, J-A-Y-D-E-N. Last name Flynn, F-L-I-N-N. Okay. Do you mind verifying your address and date of birth? Uh, yeah. 127 Elm Street, Belpre, Ohio. And then my birthday is 06/20/2006. And then phone number 304-373-4918? Yes. And email is flynnjaden10@gmail.com? Yep. Okay. I don't see that you're enrolled into anything. Um... Okay. They told me I should have been enrolled because it's been more than 30 days. I talked to them yesterday. Um, how would I go about enrolling then? Yeah, I don't even see that you're eligible to enroll at this point because you only get 30 days from the date of your first check to get enrolled. Um, and then outside of that- Yeah. ... the only other time to enroll is during the company's open enrollment period. Yeah. So when I went and talked to her yesterday, she said that it's been more than 30 days, so that I should, uh, automatic... She said after 30 days you automatically get enrolled. Yes, but it looks like you went online and declined the auto-enrollment. I don't think I did. I might have, but I don't... I don't remember. Yeah. I'm looking at, I'm looking at your, your file now, and it looks like on the 23rd of September it was done online. So am I... So how could I still get it? Am I able to still get it? I- No, sir, not at this point. You would have to wait for the company's open enrollment period to begin, unless you experience a qualifying life event. A qualifying what? Yeah. So a qualifying life event is something that would have had to take place within the last 30 days. That can be anything from, uh, involuntary loss of benefits, um, let's see, getting married, getting divorced, death, birth, adoption, being named as a legal guardian, qualifying of gov, uh, of government assistance, loss of government assistance and being ineligible for new benefits. Okay. All right. I'll, I'll just talk to them Monday about it and see what I can do. Maybe there will be an open enrollment or something soon. Yeah. They typically have it during August of every year. August? Yes, sir. Man. All right. That's... All right. Thank you. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, yes, I was calling to see about me, uh, getting my insurance card.

Speaker speaker_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_1: Uh, WinCor Windows and Doors.

Speaker speaker_0: I- Is that the name of the staffing agency?

Speaker speaker_1: Uh, the staffing agency is Search.

Speaker speaker_0: Okay. And the last four of your Social?

Speaker speaker_1: 7235.

Speaker speaker_0: All right. And your first and last name?

Speaker speaker_1: Jayden, J-A-Y-D-E-N. Last name Flynn, F-L-I-N-N.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, yeah. 127 Elm Street, Belpre, Ohio. And then my birthday is 06/20/2006.

Speaker speaker_0: And then phone number 304-373-4918?

Speaker speaker_1: Yes.

Speaker speaker_0: And email is flynnjaden10@gmail.com?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. I don't see that you're enrolled into anything.

Speaker speaker_1: Um... Okay. They told me I should have been enrolled because it's been more than 30 days. I talked to them yesterday. Um, how would I go about enrolling then?

Speaker speaker_0: Yeah, I don't even see that you're eligible to enroll at this point because you only get 30 days from the date of your first check to get enrolled. Um, and then outside of that-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... the only other time to enroll is during the company's open enrollment period.

Speaker speaker_1: Yeah. So when I went and talked to her yesterday, she said that it's been more than 30 days, so that I should, uh, automatic... She said after 30 days you automatically get enrolled.

Speaker speaker_0: Yes, but it looks like you went online and declined the auto-enrollment.

Speaker speaker_1: I don't think I did. I might have, but I don't... I don't remember.

Speaker speaker_0: Yeah. I'm looking at, I'm looking at your, your file now, and it looks like on the 23rd of September it was done online.

Speaker speaker_1: So am I... So how could I still get it? Am I able to still get it?

Speaker speaker_0: I- No, sir, not at this point. You would have to wait for the company's open enrollment period to begin, unless you experience a qualifying life event.

Speaker speaker_1: A qualifying what?

Speaker speaker_0: Yeah. So a qualifying life event is something that would have had to take place within the last 30 days. That can be anything from, uh, involuntary loss of benefits, um, let's see, getting married, getting divorced, death, birth, adoption, being named as a legal guardian, qualifying of gov, uh, of government assistance, loss of government assistance and being ineligible for new benefits.

Speaker speaker_1: Okay. All right. I'll, I'll just talk to them Monday about it and see what I can do. Maybe there will be an open enrollment or something soon.

Speaker speaker_0: Yeah. They typically have it during August of every year.

Speaker speaker_1: August?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Man. All right. That's... All right. Thank you.

Speaker speaker_0: You're welcome. Bye-bye.