

Transcript: VICTORIA

Taylor-5077622115057664-4824632418418688

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. I'm employed by Partners Personnel and usually over the past two, three years, I've been receiving a letter in the mail that says that I have health insurance, but this year I haven't received it yet, and I was wondering if there's a way that I can print that out on my end for when I do my taxes. Oh, are you referring to a tax form? It- it- I- I- honestly, it just- it- it indicates that I have, I guess, health insurance through the- through Partners Personnel, so the agency. And it just says like, oh, I was covered for this many months and- or this and that. Okay. Yeah. I'm- And then ... I mean, we don't- yeah, I understand. I just know that sometimes they'll send out a form that you submit when you're filing your taxes. Um, in that case- Yeah. And I received it the past- I'm sorry. Go ahead. I was just gonna say, in that case, you would need to reach out to your employer directly, because we don't actually send out those forms. Oh. I- I actually reached out to the agency that employs me, and they gave me this number to reach out to. Yeah. We don't have anything to do with the forms. Um, I mean, I can pull up your file and see if you are enrolled, but again, I- we don't have access to those form- those tax forms that are sent out to you. Yeah, yeah, yeah. Y- but you know which one I'm talking about, right? It literally just says like the months and it says, "Covered, covered, covered, covered," or something along- something like that. I- I believe I have an idea of what you're talking about. I've never seen one of those- Yeah. ... because again, we don't, we don't handle that at all. You don't deal with 'em. Okay. Uh- uh- So the only type of letter- Go ahead. The only type of letter that we would be able to provide with us just being your benefits administrators, um, if you are enrolled into c- you know, coverage, um, I can send like a letter of coverage. Yeah. But it's not something that you would submit for your taxes. Yeah. And- and you know what? I usually get this form by like December, early January. Like in the past two or three years is around the time I usually get it, and this year I haven't received it, and I wanted to go do that- get that done with and I was like, "Okay, let me message the- the rep at the agency," and this is the number that she provided. So I- I guess I can just reach out to her and see what she tells me, and I'll take it from there. But, uh, those forms that you were just mentioning right now, would I be able to give you my email so that you would be able to send them to me? Well, I'll have to verify that you are enrolled into coverage. What's the- the name of the agency you're working with? Partners Personnel. And the last four of your social? Uh, 1877. Okay. And your first and last name? Daniel Felix. Do you mind verifying your address and date of birth? Address is 3520 East 59th Place, Huntington Park, California 90255. And the birth is, uh, March 28, 1991. And then phone number 323-274-8179? Yes. That's my phone number. And then email is A, the number 7, X, A, M, X at gmail.com? Correct. Okay. Yeah. I don't even see that you're enrolled into anything with us. Into anything. Okay, perfect. Uh, I guess I'll reach out to her and see what she tells me from there. Okay. If I wanted to

enroll, how would I go about it? Well, so the only- the only times you can get enrolled is if you're a new hire with them, which unfortunately it doesn't indicate that you are. Um, you only get 30 days from the date of your first check to get enrolled when you're a new hire. Okay. Um, the only other time to enroll is during the company's open enrollment period, which I know for sure they're not in currently, but let me see. They typically have it around this time. Yeah. Okay. It looks like, um- Yeah. Yeah. ... October is when they typically have their open enrollment. Okay. Okay. Perfect. Thank you so much. Uh, you have a great one. You too. 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, Victoria. I'm employed by Partners Personnel and usually over the past two, three years, I've been receiving a letter in the mail that says that I have health insurance, but this year I haven't received it yet, and I was wondering if there's a way that I can print that out on my end for when I do my taxes.

Speaker speaker_0: Oh, are you referring to a tax form?

Speaker speaker_1: It- it- I- I- honestly, it just- it- it indicates that I have, I guess, health insurance through the- through Partners Personnel, so the agency. And it just says like, oh, I was covered for this many months and- or this and that.

Speaker speaker_0: Okay. Yeah. I'm-

Speaker speaker_1: And then ...

Speaker speaker_0: I mean, we don't- yeah, I understand. I just know that sometimes they'll send out a form that you submit when you're filing your taxes. Um, in that case-

Speaker speaker_1: Yeah. And I received it the past- I'm sorry. Go ahead.

Speaker speaker_0: I was just gonna say, in that case, you would need to reach out to your employer directly, because we don't actually send out those forms.

Speaker speaker_1: Oh. I- I actually reached out to the agency that employs me, and they gave me this number to reach out to.

Speaker speaker_0: Yeah. We don't have anything to do with the forms. Um, I mean, I can pull up your file and see if you are enrolled, but again, I- we don't have access to those form- those tax forms that are sent out to you.

Speaker speaker_1: Yeah, yeah, yeah. Y- but you know which one I'm talking about, right? It literally just says like the months and it says, "Covered, covered, covered, covered," or something along- something like that.

Speaker speaker_0: I- I believe I have an idea of what you're talking about. I've never seen one of those-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... because again, we don't, we don't handle that at all.

Speaker speaker_1: You don't deal with 'em. Okay. Uh- uh-

Speaker speaker_0: So the only type of letter-

Speaker speaker_1: Go ahead.

Speaker speaker_0: The only type of letter that we would be able to provide with us just being your benefits administrators, um, if you are enrolled into c- you know, coverage, um, I can send like a letter of coverage.

Speaker speaker_1: Yeah.

Speaker speaker_0: But it's not something that you would submit for your taxes.

Speaker speaker_1: Yeah. And- and you know what? I usually get this form by like December, early January. Like in the past two or three years is around the time I usually get it, and this year I haven't received it, and I wanted to go do that- get that done with and I was like, "Okay, let me message the- the rep at the agency," and this is the number that she provided. So I- I guess I can just reach out to her and see what she tells me, and I'll take it from there. But, uh, those forms that you were just mentioning right now, would I be able to give you my email so that you would be able to send them to me?

Speaker speaker_0: Well, I'll have to verify that you are enrolled into coverage. What's the- the name of the agency you're working with?

Speaker speaker_1: Partners Personnel.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Uh, 1877.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Daniel Felix.

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

Speaker speaker_1: Address is 3520 East 59th Place, Huntington Park, California 90255. And the birth is, uh, March 28, 1991.

Speaker speaker_0: And then phone number 323-274-8179?

Speaker speaker_1: Yes. That's my phone number.

Speaker speaker_0: And then email is A, the number 7, X, A, M, X at gmail.com?

Speaker speaker_1: Correct.

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

Speaker speaker_1: Into anything. Okay, perfect. Uh, I guess I'll reach out to her and see what she tells me from there.

Speaker speaker_0: Okay.

Speaker speaker_1: If I wanted to enroll, how would I go about it?

Speaker speaker_0: Well, so the only- the only times you can get enrolled is if you're a new hire with them, which unfortunately it doesn't indicate that you are. Um, you only get 30 days from the date of your first check to get enrolled when you're a new hire.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, the only other time to enroll is during the company's open enrollment period, which I know for sure they're not in currently, but let me see. They typically have it around this time.

Speaker speaker_1: Yeah. Okay.

Speaker speaker_0: It looks like, um-

Speaker speaker_1: Yeah. Yeah.

Speaker speaker_0: ... October is when they typically have their open enrollment.

Speaker speaker_1: Okay. Okay. Perfect. Thank you so much. Uh, you have a great one.

Speaker speaker_0: You too.

Speaker speaker_1: Bye-bye.