

Transcript: VICTORIA

Taylor-5486190663778304-5735880416247808

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling benefits. This is Victoria. How can I help you? Hi, uh, Victoria. Um, I work for, uh, ATC. Okay. And I want to know, uh, how it's about like enrolling. Okay. Uh, what's the last- And how do I ... Gotcha. What's the last four of your birth social? 8725. And your first and last name? Chantel Patterson. Okay. Uh, do you mind verifying your address and date of birth? Sure. 104 IN Court, Summerville, South Carolina, 29486. 2/18/1979. And then phone number. 364-1314. Correct. And, uh, just to make sure, email is S-H-O-U-R P-A-J-E-S@att.net? Correct. Okay. Um, so you are wanting to get enrolled? Yeah. I want... What I want to know is like, uh, the health plan that you guys have, what does it cover? Well, what does it not cover? Or... Well, there's a couple different medical plans to choose from. It all depends on the plan that you are, um, that you choose. They all kind of work a little bit differently. Um, let's see. Are you a... By chance, are you a new hire with them? No. No. Okay. Um, so I don't see that I would be able to get you enrolled today. It looks like the open enrollment doesn't start until the 9th of December. I just wanted to let you know about that. Um... Oh. Okay. Yeah, so we got a couple more days to go. But, um, I can- Okay. ... send you a copy the, of the benefits guide that kind of breaks down each medical plan and, uh, what they cover and- Okay. ... how much they cost. Okay. That'll be great. All right. Let's see. Give me one second. Just double checking on something. All right. So I will go ahead and send that to your email. And then, um, it looks like the actual open enrollment dates, just so you know, it starts on the 9th of December and it ends on the 24th of December. Okay. And then it starts, what, January 1st of '25? Um, let me double check. Yeah. So the, the effective date would be January 6th of '25 as long as that pay... So you, you pay for the coverage by a deduction on your weekly paycheck. So as long as the- Right. ... deduction is made the week before, it would start on the 6th of January of '25. Okay. Yep. And that, and okay. So, say I didn't work in two weeks. How does, how does that work? Yeah. So if there's ever a time where you're off on an assignment, um, the only way to make a payment for the coverage is to call us directly and do it over the phone with a credit or debit card. Okay. Um, so basically, we typically give four, uh, con- four consecutive weeks where you can call in and make a direct payment. If there's ever a time where you go more than five consecutive weeks without a payroll deduction, any plans that are- Mm-hmm. ... eligible for COBRA will roll over to COBRA and that's the only way to continue it from there until you return on an assignment with ATC. And then you would just have to, uh, reinstate it, but that is from call us back to get it reinstated. But if it's just like one or two- Okay. ... weeks, like, off on an assignment, you can call in and make a direct payment with us. So what is COBRA? COBRA is typically how you would continue coverage with your employer when you're not actively working with them. Um, I don't have too much information on it, but it's a, it's supposed to be similar to the plans that we offer but the pricing may vary.

Okay. Okay. Yeah. Okay. If- Well, I'll just wait for that email then call back on the, um... Around the 9th. Well, I have till the 24th, so yeah, I'll just call back and get enrolled. Okay. All righty. Did you have any other questions for me? Uh, no, ma'am. That'll be all. All right. You have a wonderful night. You as well. Thank you. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling benefits. This is Victoria. How can I help you?

Speaker speaker_2: Hi, uh, Victoria. Um, I work for, uh, ATC.

Speaker speaker_1: Okay.

Speaker speaker_2: And I want to know, uh, how it's about like enrolling.

Speaker speaker_1: Okay. Uh, what's the last-

Speaker speaker_2: And how do I ...

Speaker speaker_1: Gotcha. What's the last four of your birth social?

Speaker speaker_2: 8725.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Chantel Patterson.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: Sure. 104 IN Court, Summerville, South Carolina, 29486. 2/18/1979.

Speaker speaker_1: And then phone number. 364-1314.

Speaker speaker_2: Correct.

Speaker speaker_1: And, uh, just to make sure, email is S-H-O-U-R P-A-J-E-S@att.net?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Um, so you are wanting to get enrolled?

Speaker speaker_2: Yeah. I want... What I want to know is like, uh, the health plan that you guys have, what does it cover? Well, what does it not cover? Or...

Speaker speaker_1: Well, there's a couple different medical plans to choose from. It all depends on the plan that you are, um, that you choose. They all kind of work a little bit differently. Um, let's see. Are you a... By chance, are you a new hire with them?

Speaker speaker_2: No.

Speaker speaker_1: No. Okay. Um, so I don't see that I would be able to get you enrolled today. It looks like the open enrollment doesn't start until the 9th of December. I just wanted to let you know about that. Um...

Speaker speaker_2: Oh. Okay.

Speaker speaker_1: Yeah, so we got a couple more days to go. But, um, I can-

Speaker speaker_2: Okay.

Speaker speaker_1: ... send you a copy the, of the benefits guide that kind of breaks down each medical plan and, uh, what they cover and-

Speaker speaker_2: Okay.

Speaker speaker_1: ... how much they cost.

Speaker speaker_2: Okay. That'll be great.

Speaker speaker_1: All right. Let's see. Give me one second. Just double checking on something. All right. So I will go ahead and send that to your email. And then, um, it looks like the actual open enrollment dates, just so you know, it starts on the 9th of December and it ends on the 24th of December.

Speaker speaker_2: Okay. And then it starts, what, January 1st of '25?

Speaker speaker_1: Um, let me double check. Yeah. So the, the effective date would be January 6th of '25 as long as that pay... So you, you pay for the coverage by a deduction on your weekly paycheck. So as long as the-

Speaker speaker_2: Right.

Speaker speaker_1: ... deduction is made the week before, it would start on the 6th of January of '25.

Speaker speaker_2: Okay.

Speaker speaker_1: Yep.

Speaker speaker_2: And that, and okay. So, say I didn't work in two weeks. How does, how does that work?

Speaker speaker_1: Yeah. So if there's ever a time where you're off on an assignment, um, the only way to make a payment for the coverage is to call us directly and do it over the phone with a credit or debit card.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, so basically, we typically give four, uh, con- four consecutive weeks where you can call in and make a direct payment. If there's ever a time where you go more than five consecutive weeks without a payroll deduction, any plans that are-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... eligible for COBRA will roll over to COBRA and that's the only way to continue it from there until you return on an assignment with ATC. And then you would just have to, uh, reinstate it, but that is from call us back to get it reinstated. But if it's just like one or two-

Speaker speaker_2: Okay.

Speaker speaker_1: ... weeks, like, off on an assignment, you can call in and make a direct payment with us.

Speaker speaker_2: So what is COBRA?

Speaker speaker_1: COBRA is typically how you would continue coverage with your employer when you're not actively working with them. Um, I don't have too much information on it, but it's a, it's supposed to be similar to the plans that we offer but the pricing may vary.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: Yeah.

Speaker speaker_2: Okay.

Speaker speaker_1: If-

Speaker speaker_2: Well, I'll just wait for that email then call back on the, um... Around the 9th. Well, I have till the 24th, so yeah, I'll just call back and get enrolled.

Speaker speaker_1: Okay. All righty. Did you have any other questions for me?

Speaker speaker_2: Uh, no, ma'am. That'll be all.

Speaker speaker_1: All right. You have a wonderful night.

Speaker speaker_2: You as well. Thank you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye-bye.