

Transcript: VICTORIA

Taylor-6709185094533120-6532665495437312

Full Transcript

Thank you for calling Benefits on the Card. This is Victoria. How can I help you? Hi, uh, this is Sheena Hannan, and I work from HG Staffing. And I just wanted to call about to change my medical insurance. Okay. Um, what is the last four of your Social? 4968. Do you mind verifying your address and date of birth? Uh, 2118 Linning Street, Alexandria, Tennessee 37012, and my date of birth is 12-18-1985. Okay. And then, uh, phone number 513-815-0493? That's correct. And then email is gonna be L-A-U-D-E, uh, sheena@yahoo.com? Yes, correct. Okay, give me just a few seconds. Okay, so I don't see that you're currently enrolled into anything, and it looks like at this time you're not able to enroll. Your personal open enrollment period ended on the 30th of March. Um, is it okay that you and my husband talk about it? She, she was enrolled in Major Medical. We called there- Okay. ... and talked to someone, and HG just called her this morning about it. Are you referring to the Minimum Value Plan? No. What was it- It's the Minimum Value. ... the Minimum Val- Yeah, that's it. Okay, I see that now. Yeah. Okay, so let's see. Okay, so I mean, I do see that she's enrolled into the Minimum Value Plan, but what type of change is she wanting to make? Well, she wants to change it to which one of them? VIP+. The VIP+ Plan. Okay, so here's the thing with that. That goes back to me saying that her personal open enrollment period ended on March 30th, so I wouldn't be able to switch the plan. Hmm. Now, cancellation, I can double-check and see if she can cancel the Minimum Value Plan, but I wouldn't be able to enroll her into any other plan, because she only had 30 days from the date of her first check to get enrolled and make any changes to the enrollment. Oh, okay. So she's kinda stuck there then. Yeah, like I said- But- ... I can double-check and see if she can cancel the Minimum Value Plan. That I'm not too sure of. Um, but as far as getting enrolled into another plan, we wouldn't be able to do that. Now, when HG Staffing has their open enrollment period, which they typically have around, it looks like, May, July timeframe, then she'll be able- Okay. ... to make the changes she needs. Oh, okay. Okay. Then we'll call you back then, but yes, uh, check on her cancellation of that, because she, uh, HG's already gonna tell payroll not to withhold it. Okay, so she is wanting to cancel the Minimum Value Plan then? Yes. Okay, do you mind if I speak with her? I just have to have her verbal permission with that. Okay. Hey, Sheena, just to get your verbal permission, you are wanting to cancel the Minimum Value Plan, correct? Yes. Okay. I want to cancel it. All right, so I'm gonna reach out and see if that is possible. I don't know if there's any restrictions against that, but I'm gonna go ahead and reach out and let them know, and then I will follow up with you from there. Okay. Yes, ma'am. Did you need help with anything else? No, that's it. All right, you have a wonderful day. Thank you. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, uh, this is Sheena Hannan, and I work from HG Staffing. And I just wanted to call about to change my medical insurance.

Speaker speaker_0: Okay. Um, what is the last four of your Social?

Speaker speaker_1: 4968.

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

Speaker speaker_1: Uh, 2118 Linning Street, Alexandria, Tennessee 37012, and my date of birth is 12-18-1985.

Speaker speaker_0: Okay. And then, uh, phone number 513-815-0493?

Speaker speaker_1: That's correct.

Speaker speaker_0: And then email is gonna be L-A-U-D-E, uh, sheena@yahoo.com?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: Okay, give me just a few seconds. Okay, so I don't see that you're currently enrolled into anything, and it looks like at this time you're not able to enroll. Your personal open enrollment period ended on the 30th of March.

Speaker speaker_1: Um, is it okay that you and my husband talk about it?

Speaker speaker_2: She, she was enrolled in Major Medical. We called there-

Speaker speaker_0: Okay.

Speaker speaker_2: ... and talked to someone, and HG just called her this morning about it.

Speaker speaker_0: Are you referring to the Minimum Value Plan?

Speaker speaker_2: No. What was it-

Speaker speaker_1: It's the Minimum Value.

Speaker speaker_2: ... the Minimum Val- Yeah, that's it.

Speaker speaker_0: Okay, I see that now.

Speaker speaker_2: Yeah.

Speaker speaker_0: Okay, so let's see. Okay, so I mean, I do see that she's enrolled into the Minimum Value Plan, but what type of change is she wanting to make?

Speaker speaker_2: Well, she wants to change it to which one of them?

Speaker speaker_1: VIP+.

Speaker speaker_2: The VIP+ Plan.

Speaker speaker_0: Okay, so here's the thing with that. That goes back to me saying that her personal open enrollment period ended on March 30th, so I wouldn't be able to switch the plan.

Speaker speaker_2: Hmm.

Speaker speaker_0: Now, cancellation, I can double-check and see if she can cancel the Minimum Value Plan, but I wouldn't be able to enroll her into any other plan, because she only had 30 days from the date of her first check to get enrolled and make any changes to the enrollment.

Speaker speaker_2: Oh, okay. So she's kinda stuck there then.

Speaker speaker_0: Yeah, like I said-

Speaker speaker_2: But-

Speaker speaker_0: ... I can double-check and see if she can cancel the Minimum Value Plan. That I'm not too sure of. Um, but as far as getting enrolled into another plan, we wouldn't be able to do that. Now, when HG Staffing has their open enrollment period, which they typically have around, it looks like, May, July timeframe, then she'll be able-

Speaker speaker_2: Okay.

Speaker speaker_0: ... to make the changes she needs.

Speaker speaker_2: Oh, okay. Okay. Then we'll call you back then, but yes, uh, check on her cancellation of that, because she, uh, HG's already gonna tell payroll not to withhold it.

Speaker speaker_0: Okay, so she is wanting to cancel the Minimum Value Plan then?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay, do you mind if I speak with her? I just have to have her verbal permission with that.

Speaker speaker_1: Okay.

Speaker speaker_0: Hey, Sheena, just to get your verbal permission, you are wanting to cancel the Minimum Value Plan, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay.

Speaker speaker_1: I want to cancel it.

Speaker speaker_0: All right, so I'm gonna reach out and see if that is possible. I don't know if there's any restrictions against that, but I'm gonna go ahead and reach out and let them know, and then I will follow up with you from there.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, ma'am. Did you need help with anything else?

Speaker speaker_1: No, that's it.

Speaker speaker_0: All right, you have a wonderful day.

Speaker speaker_1: Thank you.

Speaker speaker_0: Thank you. Bye-bye.