

Transcript: Chris Sofield

(deactivated)-4670394683408384-5896063593529344

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card,. This is Chris. How can I help you today? Hey, Chris. Um, I just wanted to, uh, check something. I, uh, t- took off some coverages, um, and then I realized that was kind of a mistake. And I'm wondering when I might be able to put them back. If that makes sense. Okay. Yeah, uh, we can check to see if you're, uh, when you're e- eligible to re-enroll. Uh, what- Thank you. ... what staffing company do you work with? Clinical Staffing Resources. And the last four of your Social? 4193. And your first and last name? Laura Alves, A-I-v-e-s. Okay, one moment, Ms. Alves. Sure, thank you. Mm-hmm. Let's see here. Okay, yeah, I show it looks like you previously had a couple of insurance plans here. Real quick, Ms. Alves, could you verify your address and your date of birth for me? 273 Earl Ave., um, 11- 11563. And then, um, DOB 6/30/78. Thank you. Then phone on file of 917-776-7145? Yep. Okay. All right, let's take a look here. Yep, I show it looks like you previously had the m- m- uh, the MEC Enhanced for your medical and then looks like you had just about everything else. And then at some point- Yeah. ... it was... You called in to change everything, uh, change and only keep MEC Enhanced. Exactly. So that day that, um, I had called in, it was due to deductions. And I guess one week, it was short of the amount needed to cover those benefits. And so, I was told by someone in HR that I should go and, like, take off some of the coverages. And I think I went... I basically went overboard 'cause I wou- would have liked to have kee- kept like dental, like the mental health, um, you know, whatever coverages and- Got it. Yeah, so I'm looking on the email that the agent was kind enough to send me. And, you know, to see when I could re-enroll. It says something about, like, um, unwilling, um, something, where, like, if, if the payroll doesn't come through right, I might be able to re-enroll? Is that... Am I reading this right? Um, let me... You, you said you received like a cancellation confirmation email? Yeah, yeah. Mm-hmm. Okay. Let me... Um, okay. So to re-enroll, um, it must be, you must be in open enrollment or experienced a qualifying life event and, uh, it's involuntary loss of coverage as in you had a, you had an insurance policy-

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card,. This is Chris. How can I help you today?

Speaker speaker_2: Hey, Chris. Um, I just wanted to, uh, check something. I, uh, t- took off some coverages, um, and then I realized that was kind of a mistake. And I'm wondering when

I might be able to put them back. If that makes sense.

Speaker speaker_1: Okay. Yeah, uh, we can check to see if you're, uh, when you're e- eligible to re-enroll. Uh, what-

Speaker speaker_2: Thank you.

Speaker speaker_1: ... what staffing company do you work with?

Speaker speaker_2: Clinical Staffing Resources.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 4193.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Laura Alves, A-l-v-e-s.

Speaker speaker_1: Okay, one moment, Ms. Alves.

Speaker speaker_2: Sure, thank you.

Speaker speaker_1: Mm-hmm. Let's see here. Okay, yeah, I show it looks like you previously had a couple of insurance plans here. Real quick, Ms. Alves, could you verify your address and your date of birth for me?

Speaker speaker_2: 273 Earl Ave., um, 11- 11563. And then, um, DOB 6/30/78.

Speaker speaker_1: Thank you. Then phone on file of 917-776-7145?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. All right, let's take a look here. Yep, I show it looks like you previously had the m- m- uh, the MEC Enhanced for your medical and then looks like you had just about everything else. And then at some point-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... it was... You called in to change everything, uh, change and only keep MEC Enhanced.

Speaker speaker_2: Exactly. So that day that, um, I had called in, it was due to deductions. And I guess one week, it was short of the amount needed to cover those benefits. And so, I was told by someone in HR that I should go and, like, take off some of the coverages. And I think I went... I basically went overboard 'cause I wou- would have liked to have kee- kept like dental, like the mental health, um, you know, whatever coverages and-

Speaker speaker_1: Got it.

Speaker speaker_2: Yeah, so I'm looking on the email that the agent was kind enough to send me. And, you know, to see when I could re-enroll. It says something about, like, um, unwilling, um, something, where, like, if, if the payroll doesn't come through right, I might be able to re-enroll? Is that... Am I reading this right?

Speaker speaker_1: Um, let me... You, you said you received like a cancellation confirmation email?

Speaker speaker_2: Yeah, yeah. Mm-hmm.

Speaker speaker_1: Okay. Let me... Um, okay. So to re-enroll, um, it must be, you must be in open enrollment or experienced a qualifying life event and, uh, it's involuntary loss of coverage as in you had a, you had an insurance policy-