

Transcript: Chris Sofield

(deactivated)-4771377090445312-6283296611811328

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Chris. How can I help you today? Yes, I was calling 'cause I'm already enrolled in a dental plan. I'm trying to see, uh, how much was the, uh, medical plan. Okay. Which staffing company do you work with? ATC. ... And the last four of your Social? 1730. All right. Your first and last name? Robin Oakley. And you got to ... Okay, Ms. Oakley. Could you verify your address and date of birth for me? 617 ... Mobile, Alabama 36617. Um, 1/23/63. Thank you. Phone on file of 251-623-8487, is that correct? Correct. Okay. Um, medical is, depending on the plan you select, anywhere from \$16 a week to \$43 a week. Um, however, I am showing that it looks like ATC's open enrollment has ended, so un- unless you have had a qualifying life event in the last 30 days, like losing medical insurance from another company entirely, you're no longer eligible to enroll into medical. Yes, I don't have any, I don't have any medical insurance at this point, at the moment. Okay. Okay, so that's not going to be a qualifying life event. Specifically, you would have to have had a medical insurance policy from another company and lost that insurance policy. Not having insurance at all is not a qualifying life event, and open enrollment has ended. It ended back on December 24th. So, you'll have to wait- Okay. ... until December to enroll in anything. For December? Yes, ma'am. Okay, thank you. You're welcome. Have a good day.

Conversation Format

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

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

Speaker speaker_2: Yes, I was calling 'cause I'm already enrolled in a dental plan. I'm trying to see, uh, how much was the, uh, medical plan.

Speaker speaker_1: Okay. Which staffing company do you work with?

Speaker speaker_2: ATC. ... And the last four of your Social? 1730.

Speaker speaker_1: All right. Your first and last name?

Speaker speaker_2: Robin Oakley. And you got to ...

Speaker speaker_1: Okay, Ms. Oakley. Could you verify your address and date of birth for me?

Speaker speaker_2: 617 ... Mobile, Alabama 36617. Um, 1/23/63.

Speaker speaker_1: Thank you. Phone on file of 251-623-8487, is that correct?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Um, medical is, depending on the plan you select, anywhere from \$16 a week to \$43 a week. Um, however, I am showing that it looks like ATC's open enrollment has ended, so unless you have had a qualifying life event in the last 30 days, like losing medical insurance from another company entirely, you're no longer eligible to enroll into medical.

Speaker speaker_2: Yes, I don't have any, I don't have any medical insurance at this point, at the moment.

Speaker speaker_1: Okay. Okay, so that's not going to be a qualifying life event. Specifically, you would have to have had a medical insurance policy from another company and lost that insurance policy. Not having insurance at all is not a qualifying life event, and open enrollment has ended. It ended back on December 24th. So, you'll have to wait-

Speaker speaker_2: Okay.

Speaker speaker_1: ... until December to enroll in anything.

Speaker speaker_2: For December?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: You're welcome. Have a good day.