

Transcript: Chris Sofield

(deactivated)-4998574574616576-5486777668681728

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? Hi. I was calling to see if I can upgrade my plan. Okay. What staffing company do you work with? Um, MAU. MAU? Um, okay. And you're already enrolled and you wanna make changes to it? Yes, because, um, for the health insurance, it's... With Okay. ... this order, they cover... Um, okay. Let me pull up your file and see what you're currently enrolled into and I might be able to help out with that. But I can tell you that unless you're still a new hire, it's still been only 30 days since your first check, um, then you're not gonna be eligible to make any changes because it's not yet open enrollment for them. Um, but I can- Okay. I can check to see what you're currently enrolled into. What's the last four of your Social? Um, 7926. Okay. And your first and last name? Amari, A-M-A-R-I. Lance, L-A-N-C-E. All right, Miss Lance. Can you verify your address and date of birth for me? 204 Micah Court West in South Carolina, 29456, 51003. Okay. Phone on file of 457-4026? Yes. 475-4026. Okay. Uh, looks like the plan that you're enrolled into is a preventative care only plan, so things like physicals, vaccines and cancer screenings, and that's about it. Mm-hmm. Um, now, like I said, uh, upgrades are possible when open enrollment comes around. It's not currently yet open enrollment. Um, MAU should be going into open enrollment next month, but they have not yet told us exactly when next month it's going to start. Uh, once- Okay. Once they determine that, uh, they should alert you either through text message, email or maybe signage up in their offices. Um, but once- Okay. Once you receive that information, just give us a call during that window and we should be able to make any changes at that point, okay? Okay, bye. Um, so it's over 30 days? I'm sorry? So you said... You said if it's not... You said I can change if it's, um, less than 30 days? Y- if, if it's been less than 30 days since your first check. You've been enrolled since, it looks like, September, so you're not, you're not eligible to make any changes at this time. You'll have to wait until open enrollment. Okay. So you're saying next month possibility? Sh- uh, should be next month based on the information that we have of when they've held open enrollment in the past. But again, they have not yet- Mm-hmm. ... given us an exact specific date. Okay. And what... Um, last question. What insurance would you recommend for, like, seeing about getting stuff, not just- I'm not allowed to provide, not allowed to provide any sort of recommendation- Oh. ... ma'am. Okay, thank you. You're welcome. Anything else? No, that's all. All right. Thanks for calling and 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: Hi. I was calling to see if I can upgrade my plan.

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

Speaker speaker_2: Um, MAU.

Speaker speaker_1: MAU? Um, okay. And you're already enrolled and you wanna make changes to it?

Speaker speaker_2: Yes, because, um, for the health insurance, it's... With

Speaker speaker_3: Okay.

Speaker speaker_2: ... this order, they cover...

Speaker speaker_1: Um, okay. Let me pull up your file and see what you're currently enrolled into and I might be able to help out with that. But I can tell you that unless you're still a new hire, it's still been only 30 days since your first check, um, then you're not gonna be eligible to make any changes because it's not yet open enrollment for them. Um, but I can-

Speaker speaker_2: Okay.

Speaker speaker_1: I can check to see what you're currently enrolled into. What's the last four of your Social?

Speaker speaker_2: Um, 7926.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Amari, A-M-A-R-I. Lance, L-A-N-C-E.

Speaker speaker_1: All right, Miss Lance. Can you verify your address and date of birth for me?

Speaker speaker_2: 204 Micah Court West in South Carolina, 29456, 51003.

Speaker speaker_1: Okay. Phone on file of 457-4026?

Speaker speaker_2: Yes. 475-4026.

Speaker speaker_1: Okay. Uh, looks like the plan that you're enrolled into is a preventative care only plan, so things like physicals, vaccines and cancer screenings, and that's about it.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, now, like I said, uh, upgrades are possible when open enrollment comes around. It's not currently yet open enrollment. Um, MAU should be going into open enrollment next month, but they have not yet told us exactly when next month it's going to start. Uh, once-

Speaker speaker_3: Okay.

Speaker speaker_1: Once they determine that, uh, they should alert you either through text message, email or maybe signage up in their offices. Um, but once-

Speaker speaker_3: Okay.

Speaker speaker_1: Once you receive that information, just give us a call during that window and we should be able to make any changes at that point, okay?

Speaker speaker_2: Okay, bye. Um, so it's over 30 days?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: So you said... You said if it's not... You said I can change if it's, um, less than 30 days?

Speaker speaker_1: Y- if, if it's been less than 30 days since your first check. You've been enrolled since, it looks like, September, so you're not, you're not eligible to make any changes at this time. You'll have to wait until open enrollment.

Speaker speaker_2: Okay. So you're saying next month possibility?

Speaker speaker_1: Sh- uh, should be next month based on the information that we have of when they've held open enrollment in the past. But again, they have not yet-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... given us an exact specific date.

Speaker speaker_2: Okay. And what... Um, last question. What insurance would you recommend for, like, seeing about getting stuff, not just-

Speaker speaker_1: I'm not allowed to provide, not allowed to provide any sort of recommendation-

Speaker speaker_2: Oh.

Speaker speaker_1: ... ma'am.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: You're welcome. Anything else?

Speaker speaker_2: No, that's all.

Speaker speaker_1: All right. Thanks for calling and have a good day.