

## **Transcript: Chris Sofield**

**(deactivated)-5227243166023680-6215999848235008**

### **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? My name is Gladys. I work for ATC. I never have a benefits card. I never have anything. Okay. So, you need a copy of your insurance card. Is that correct? I don't have anything. Oh, okay. I understand that you don't have a copy of your insurance card. What I'm asking is, is do, were you calling us to get a copy of that card? Yeah. I, I want to know if I have it, how much I pay, what kind of benefits you got, because I don't have zero benefits with them. This is the first time I call. Okay. First time. Okay. What, what is the name of the staffing company you work with? I work for ATC. ATC. Okay. And the last four of your Social? 9645. Okay. And what was the... What was the last name again, ma'am? My last name is C-H-A-R-L-E-S. Charles. Okay. B. Okay. Ms. Charles, it doesn't look like we have any sort of file on the system for you. Are you a brand new hire with ATC? No. No. I have one year. So... Okay. You said the last four of your Social was 9605, correct? No. No. 9645. Okay. 96... Oh. 9-6-4-5. 9-6-4-5. Okay. Mm-hmm. All right, Ms. Charles. Could you verify your address and date of birth, please? 79 Scotch Plains Drive in Aleinda, New York, 111729. Okay. Thank you. And your date of birth? 8/17/1960. Thank you. All right. And then we have a phone number on file, 631-355-4360? Yes. Okay. Yeah. I'm not showing that you're currently enrolled into any insurance through ATC, and unfortunately, you are no longer eligible to enroll in any insurance. Um, ATC's open enrollment ended on December 20... uh, let's see here, December 24th. So, you're, you can't, you're not allowed to enroll anymore. What happened? You missed the window. You're, you, you only... You had a specific window in which you were allowed to enroll, and you missed it, so you're not allowed to enroll anymore, until that window opens up next year. Oh my God. I never receive anything from them. You'll have to discuss that with ATC, then, ma'am, 'cause you, you've, you've missed the window. You... Um, without the window being open, you can't enroll. Well, I can call them now? And if I'm a, if I'm... If somebody ... are in, uh, today, it's not gonna be... I, I can't- ... qualified? ... tell you one... The, the only thing I can tell you is, you, you may be able to contact ATC if they never informed you about open enrollment, but I can't guarantee anything. Mm-hmm. Because we're not ATC. You have to call them. Okay. Okay. Thank you. You're welcome. Anything else? No. All right. Thanks for calling and have a good day. You too.

### **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: My name is Gladys. I work for ATC. I never have a benefits card. I never have anything.

Speaker speaker\_1: Okay. So, you need a copy of your insurance card. Is that correct?

Speaker speaker\_2: I don't have anything.

Speaker speaker\_1: Oh, okay. I understand that you don't have a copy of your insurance card. What I'm asking is, is do, were you calling us to get a copy of that card?

Speaker speaker\_2: Yeah. I, I want to know if I have it, how much I pay, what kind of benefits you got, because I don't have zero benefits with them. This is the first time I call.

Speaker speaker\_1: Okay.

Speaker speaker\_2: First time.

Speaker speaker\_1: Okay. What, what is the name of the staffing company you work with?

Speaker speaker\_2: I work for ATC.

Speaker speaker\_1: ATC. Okay. And the last four of your Social?

Speaker speaker\_2: 9645.

Speaker speaker\_1: Okay. And what was the... What was the last name again, ma'am?

Speaker speaker\_2: My last name is C-H-A-R-L-E-S.

Speaker speaker\_1: Charles. Okay.

Speaker speaker\_2: B.

Speaker speaker\_1: Okay. Ms. Charles, it doesn't look like we have any sort of file on the system for you. Are you a brand new hire with ATC?

Speaker speaker\_2: No. No. I have one year.

Speaker speaker\_1: So... Okay. You said the last four of your Social was 9605, correct?

Speaker speaker\_2: No. No. 9645.

Speaker speaker\_1: Okay. 96... Oh.

Speaker speaker\_2: 9-6-4-5.

Speaker speaker\_1: 9-6-4-5. Okay.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: All right, Ms. Charles. Could you verify your address and date of birth, please?

Speaker speaker\_2: 79 Scotch Plains Drive in Aleinda, New York, 111729.

Speaker speaker\_1: Okay. Thank you. And your date of birth?

Speaker speaker\_2: 8/17/1960.

Speaker speaker\_1: Thank you. All right. And then we have a phone number on file, 631-355-4360?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Yeah. I'm not showing that you're currently enrolled into any insurance through ATC, and unfortunately, you are no longer eligible to enroll in any insurance. Um, ATC's open enrollment ended on December 20... uh, let's see here, December 24th. So, you're, you can't, you're not allowed to enroll anymore.

Speaker speaker\_2: What happened?

Speaker speaker\_1: You missed the window. You're, you, you only... You had a specific window in which you were allowed to enroll, and you missed it, so you're not allowed to enroll anymore, until that window opens up next year.

Speaker speaker\_2: Oh my God. I never receive anything from them.

Speaker speaker\_1: You'll have to discuss that with ATC, then, ma'am, 'cause you, you've, you've missed the window. You... Um, without the window being open, you can't enroll.

Speaker speaker\_2: Well, I can call them now? And if I'm a, if I'm... If somebody

Speaker speaker\_3: ... are in, uh, today, it's not gonna be...

Speaker speaker\_1: I, I can't-

Speaker speaker\_2: ... qualified?

Speaker speaker\_1: ... tell you one... The, the only thing I can tell you is, you, you may be able to contact ATC if they never informed you about open enrollment, but I can't guarantee anything.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Because we're not ATC. You have to call them.

Speaker speaker\_2: Okay. Okay. Thank you.

Speaker speaker\_1: You're welcome. Anything else?

Speaker speaker\_2: No.

Speaker speaker\_1: All right. Thanks for calling and have a good day.

Speaker speaker\_2: You too.