

Transcript: Chris Sofield

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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, Chris, um, are you the person I need to talk with about insurance with TRC? Uh, yes, we're the plan administrator for TRC's insurance. How can I help you? Okay then. Okay, we just had open enrollment and I never knew what open enrollment was, 'cause it's pretty much my first real f- real job through temp. And when they gave me the insurance, 'cause I'm on my mom's insurance, which I thought I was on all of her insurance, but I'm just on her vision and, and dental. So I put down I didn't need insurance, 'cause I thought I was on hers, which I am, but I'm not on the health. And so I was trying to see when was open enrollment, 'cause they said I done missed it, 'cause I just done it. But I just got hired in, like, the beginning of October, so I thought that was just insurance just beginning at that moment, and it wasn't. That was for the open enrollment, they said. Right, okay. So, um, I see where the confusion could have happened. Yes. You started working with TRC in the middle of their open enrollment window. Um, their open enrollment ran from September 23rd to October 16th, uh, so that was open enrollment for the entire company, and then you, as a new hire, had a personal enrollment window for the first 30 days after your first check. Um, if it's- Okay. ... past that, then the only way to enroll into anything now is either going to be to wait until open enrollment again in September or experience a qualifying life event, specifically in this case, it's going to have to be losing insurance from another insurance company- Oh. ... uh, in order to enroll into similar benefits here. Um, now, if you never had the medical insurance, unfortunately there's nothing we can do about that. Right, yes, I never had it. Oh- Yeah, so- ... yeah, but it was September 23rd? Uh, well, September 23rd is- How could be hired by... Go ahead. Okay, so September 23rd is when it was held this year. Um, next year, it would, it would be September, but the exact date is unknown. We won't know that until closer to then. Well, hopefully I'll be hired by TR by the... before any time of the year is my fault. Um, so no way I can get insurance at all, other than... Okay, so I missed the whole thing. At, at, at this time, yeah, at this time, unfortunately, that is the case. Wow. Okay, well, thank- thank you. No problem. Thank you for calling and have a good day. All right.

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, Chris, um, are you the person I need to talk with about insurance with TRC?

Speaker speaker_1: Uh, yes, we're the plan administrator for TRC's insurance. How can I help you?

Speaker speaker_2: Okay then. Okay, we just had open enrollment and I never knew what open enrollment was, 'cause it's pretty much my first real f- real job through temp. And when they gave me the insurance, 'cause I'm on my mom's insurance, which I thought I was on all of her insurance, but I'm just on her vision and, and dental. So I put down I didn't need insurance, 'cause I thought I was on hers, which I am, but I'm not on the health. And so I was trying to see when was open enrollment, 'cause they said I done missed it, 'cause I just done it. But I just got hired in, like, the beginning of October, so I thought that was just insurance just beginning at that moment, and it wasn't. That was for the open enrollment, they said.

Speaker speaker_1: Right, okay. So, um, I see where the confusion could have happened.

Speaker speaker_2: Yes.

Speaker speaker_1: You started working with TRC in the middle of their open enrollment window. Um, their open enrollment ran from September 23rd to October 16th, uh, so that was open enrollment for the entire company, and then you, as a new hire, had a personal enrollment window for the first 30 days after your first check. Um, if it's-

Speaker speaker_2: Okay.

Speaker speaker_1: ... past that, then the only way to enroll into anything now is either going to be to wait until open enrollment again in September or experience a qualifying life event, specifically in this case, it's going to have to be losing insurance from another insurance company-

Speaker speaker_2: Oh.

Speaker speaker_1: ... uh, in order to enroll into similar benefits here. Um, now, if you never had the medical insurance, unfortunately there's nothing we can do about that.

Speaker speaker_2: Right, yes, I never had it. Oh-

Speaker speaker_1: Yeah, so-

Speaker speaker_2: ... yeah, but it was September 23rd?

Speaker speaker_1: Uh, well, September 23rd is-

Speaker speaker_2: How could be hired by... Go ahead.

Speaker speaker_1: Okay, so September 23rd is when it was held this year. Um, next year, it would, it would be September, but the exact date is unknown. We won't know that until closer to then.

Speaker speaker_2: Well, hopefully I'll be hired by TR by the... before any time of the year is my fault. Um, so no way I can get insurance at all, other than... Okay, so I missed the whole

thing.

Speaker speaker_1: At, at, at this time, yeah, at this time, unfortunately, that is the case.

Speaker speaker_2: Wow. Okay, well, thank- thank you.

Speaker speaker_1: No problem. Thank you for calling and have a good day.

Speaker speaker_2: All right.