

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? Hi, Chris. I have... Um, I was wondering how I get information on my benefits and get a card and, um... Yeah. I just started, um, a job and I haven't really received anything as far as my health insurance and where to get that information. Okay. Let me take a look at your file. What staffing company do you work with? It is BGSS. Got it. And the last four of your Social? 2257. And your first and last name? Lisa Bauer. All right, Ms. Bauer. Could you verify your address and your date of birth for me please? It's 945 Ogden Street, Denver, Colorado 80218-105. Okay. And your date of birth? 07/25/90. Thank you. Uh, we have a phone on file for you at 720-400-3114. Is that correct? Correct. Okay. Um, Ms. Bauer, I'm not showing that you're currently enrolled into any insurance plans. What? Oh, I, I had to enroll when I signed up when I was filling out my paperwork. The only form that we see on file is from December of last year declining all coverage. Interesting. Um, am I able to get information sent to me so I can add it? Uh, let's see here. That's super weird. I, I distinctively remember going through it all. Okay. Um, I would suggest, uh, one contacting BGSS or BG Staffing and seeing if they might have, like, either information on another administrator that you had signed up through or, like, if they still have that form or anything 'cause like I said, we don't have any of- anything like that. Uh, as far as information available, um, we can send information, but at this moment, uh, you're not... Uh, from what I can tell on your file, it doesn't look like you'd be eligible to enroll into any benefits. Why? Uh, it's not currently open enrollment and from what our system shows here, it looks like the most recent hire date, uh, on file or most recent first check date on file is from around mid to end October. And your eligibility window as a new or rehire is 30 days after your first check. We're past that at this point. Weird. When is open enrollment? Open enrollment, BG held it, uh, back in August of this year, so August through September. So I basically have to wait another year to have insurance? The on- the only other option would be if you've had a qualifying life event in the last 30 days. Typically, that would have to be something like losing an insurance policy from another insurance company. Okay. Um... I guess I'll reach out to them and see if they have the confirmation 'cause I don't literally remember doing it and it's so weird. No. I, I understand. It's, uh, like I said, I'm just letting you know what we see on the file as at this, at this very moment. We don't, we don't have anything newer than last year on, on record for you. And it has to be an open remo- uh, open enrollment period in order for me to get it or within 30 days of being hired? Ye- yeah. Either, either open enrollment or 30 days of your first paycheck. Yes, ma'am. Okay. Sounds good. Thank you so much. You're welcome. Anything else for now? No. All right. Thank you again for calling and have a good day. You too. All right. Mm-bye now.

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, Chris. I have... Um, I was wondering how I get information on my benefits and get a card and, um... Yeah. I just started, um, a job and I haven't really received anything as far as my health insurance and where to get that information.

Speaker speaker_1: Okay. Let me take a look at your file. What staffing company do you work with?

Speaker speaker_2: It is BGSS.

Speaker speaker_1: Got it. And the last four of your Social?

Speaker speaker_2: 2257.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Lisa Bauer.

Speaker speaker_1: All right, Ms. Bauer. Could you verify your address and your date of birth for me please?

Speaker speaker_2: It's 945 Ogden Street, Denver, Colorado 80218-105.

Speaker speaker_1: Okay. And your date of birth?

Speaker speaker_2: 07/25/90.

Speaker speaker_1: Thank you. Uh, we have a phone on file for you at 720-400-3114. Is that correct?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Um, Ms. Bauer, I'm not showing that you're currently enrolled into any insurance plans.

Speaker speaker_2: What? Oh, I, I had to enroll when I signed up when I was filling out my paperwork.

Speaker speaker_1: The only form that we see on file is from December of last year declining all coverage.

Speaker speaker_2: Interesting. Um, am I able to get information sent to me so I can add it?

Speaker speaker_1: Uh, let's see here.

Speaker speaker_2: That's super weird. I, I distinctively remember going through it all.

Speaker speaker_1: Okay. Um, I would suggest, uh, one contacting BGSS or BG Staffing and seeing if they might have, like, either information on another administrator that you had signed up through or, like, if they still have that form or anything 'cause like I said, we don't have any of- anything like that. Uh, as far as information available, um, we can send information, but at this moment, uh, you're not... Uh, from what I can tell on your file, it doesn't look like you'd be eligible to enroll into any benefits.

Speaker speaker_2: Why?

Speaker speaker_1: Uh, it's not currently open enrollment and from what our system shows here, it looks like the most recent hire date, uh, on file or most recent first check date on file is from around mid to end October. And your eligibility window as a new or rehire is 30 days after your first check. We're past that at this point.

Speaker speaker_2: Weird. When is open enrollment?

Speaker speaker_1: Open enrollment, BG held it, uh, back in August of this year, so August through September.

Speaker speaker_2: So I basically have to wait another year to have insurance?

Speaker speaker_1: The on- the only other option would be if you've had a qualifying life event in the last 30 days. Typically, that would have to be something like losing an insurance policy from another insurance company.

Speaker speaker_2: Okay. Um... I guess I'll reach out to them and see if they have the confirmation 'cause I don't literally remember doing it and it's so weird.

Speaker speaker_1: No. I, I understand. It's, uh, like I said, I'm just letting you know what we see on the file as at this, at this very moment. We don't, we don't have anything newer than last year on, on record for you.

Speaker speaker_2: And it has to be an open remo- uh, open enrollment period in order for me to get it or within 30 days of being hired?

Speaker speaker_1: Ye- yeah. Either, either open enrollment or 30 days of your first paycheck. Yes, ma'am.

Speaker speaker_2: Okay. Sounds good. Thank you so much.

Speaker speaker_1: You're welcome. Anything else for now?

Speaker speaker_2: No.

Speaker speaker_1: All right. Thank you again for calling and have a good day.

Speaker speaker_2: You too.

Speaker speaker_1: All right. Mm-bye now.