

## Transcript: Chris Sofield

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### Full Transcript

Thank you for calling Benefits in the Card. This is Chris, how can I help you today? Hi, how are you doing? Uh, my name is Isaiah Mapu. I work with Partners Personnel and, uh, I was told to call you guys to speak about, um, my benefits. Okay. Yeah, we're the plan administrator for the health insurance benefits for Partners Personnel. Were you looking to enroll in the health insurance from them? Uh, I was trying to see if I was already enrolled because I still... I'm, I'm, I work with the company, so I was trying to see if I was already enrolled. If not, then I was trying to get enrolled, so I could tr- like so I could try to set myself up a dentist appointment and a doctor's appointment. Okay, yeah. We can check that. What, uh, what's the last four of your Social? 1257. Okay. And I'm sorry, what was, uh, what was his name again? Isaiah Mapu. Isaiah Mapu. Got it. All right, Mr. Mapu, could you verify your address and your date of birth for me? 200 Bicentennial Circle. Uh, my date of birth is 07-16-1999. Okay, and the rest of the address? I need the city, state and zip. I'm sorry? I said, I need the rest of the address, sir, I need the city, state and zip too. Oh, oh, oh, I'm sorry. Uh, Sacramento, Cali- zip code 95826. Thank you. And then I've got a phone number on file of 751-7178, is that correct? Uh, no. I don't know why they still didn't change it yet. This is my main number right here, 251-9042. Okay, thank you. All right. All right, Isaiah, um, so I'm not showing that you're currently enrolled in any insurance from Partners Personnel. Um, I do have a question for you, just because this does affect certain things. Um, our system shows, it looks like you've been working with Partners since October, is that correct? Yes. Okay. So unfortunately, with that being the case, you're not eligible to enroll in any insurance benefits at this time, as the eligibility window would have been the first 30 days after your first check, meaning that your window closed sometime in November. Um, it's not currently open enrollment. Partners doesn't hold open enrollment until, I believe, they hold it in October as well. Yes. Uh, so, uh, either you're, your options at this point to enroll in any insurance benefits are either to wait until the next open enrollment in October of this year or experience a qualifying life event, and typically in this case it's going to have to be something like you losing insurance from another insurance company entirely in order to be en- be able to enroll into benefits outside of normal eligibility windows. I'm sorry, you said the second option was to what again? I'm sorry. So, so other than waiting for open enrollment in October, you'd have to have a qualifying life event, and in this case, qualifying life event to enroll in the benefits outside of regular eligibility windows would be as if you had insurance from another insurance company and then you lost that insurance. And that's the only way? At this time, yes, sir. Because I didn't... Because I had insurance but I don't have no more insurance, so that's why I'm trying to enroll in some type of insurance because- Okay. Um- I went to the den- uh, I went to a, a hospital and they told me that I didn't have insurance. So I was trying to figure out how I can get insurance because I just moved to Sacramento in October, so I'm trying to figure out

how is this going to go about... Okay, so you said you did previously have insurance and you lost it? Yes, I had Medi-Cal. Uh, when, when did you lose that insurance? Um, I, I really don't know because I, I didn't know I even... I didn't know I had lost, uh, my insurance until I went to a hospital and they told me, uh, that my insurance wasn't valid, so I was just... That's why I'm trying to get everything situated. Okay. So typically, it would have to have been within the last 30 days in order for us to be able to use that as an exception as a qualifying life event. Um, if you're not sure about that, I can... What I can do, I can send you an email that goes over qualifying life events and what kind of documentation we need, um, because we do need to review anything regarding those. Um, I would say, get in touch with whoever, like, whatever administrator handles Medi-Cal and then, um, speak with them about getting this documentation and then you can submit that to us for review just... and we can check to see if we can use that to get you enrolled into benefits through Partners Personnel. Okay, thank you so much. Um, no problem. Can you confirm, the email we have addressed, would we- . Sorry, the email address we have on file for you, we have mapu.t or sorry, mapu.i@test.com? Mapu.i at what? We have it as test.com. No, that's not my email. Okay. What, what's your email address, sir? That's weird, uh, my email is last name, first name at gmail.com. Mapuisaiah@gmail.com? Yes, sir. All right. Yeah, not... i- that could be something that was, uh, put down when you s- when you signed up to work for Partners Personnel, maybe something that they put in as just like a placeholder if they didn't get that information from you, I'm not sure, because that's where we would have gotten that. But, um, I'll update that, I'll send it on over to your email address, the, uh, information for qualifying life events and how to send that over to us. Um, whenever you send that documentation to us, give us about 24 to 48 business hours to review what you've sent us and see what, see what we can do with it and then we'll be back in touch with you to let you know what, uh, how to proceed, okay? Okay, thank you so much. No problem. Was there anything else I could help you with for right now? No, that'd be it. All right. Thanks again for calling and you have a wonderful day. You as well. All right. Bye now.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in the Card. This is Chris, how can I help you today?

Speaker speaker\_1: Hi, how are you doing? Uh, my name is Isaiah Mapu. I work with Partners Personnel and, uh, I was told to call you guys to speak about, um, my benefits.

Speaker speaker\_0: Okay. Yeah, we're the plan administrator for the health insurance benefits for Partners Personnel. Were you looking to enroll in the health insurance from them?

Speaker speaker\_1: Uh, I was trying to see if I was already enrolled because I still... I'm, I'm, I work with the company, so I was trying to see if I was already enrolled. If not, then I was trying to get enrolled, so I could tr- like so I could try to set myself up a dentist appointment and a doctor's appointment.

Speaker speaker\_0: Okay, yeah. We can check that. What, uh, what's the last four of your Social?

Speaker speaker\_1: 1257.

Speaker speaker\_0: Okay. And I'm sorry, what was, uh, what was his name again?

Speaker speaker\_1: Isaiah Mapu.

Speaker speaker\_0: Isaiah Mapu. Got it. All right, Mr. Mapu, could you verify your address and your date of birth for me?

Speaker speaker\_1: 200 Bicentennial Circle. Uh, my date of birth is 07-16-1999.

Speaker speaker\_0: Okay, and the rest of the address? I need the city, state and zip.

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: I said, I need the rest of the address, sir, I need the city, state and zip too.

Speaker speaker\_1: Oh, oh, oh, I'm sorry. Uh, Sacramento, Cali- zip code 95826.

Speaker speaker\_0: Thank you. And then I've got a phone number on file of 751-7178, is that correct?

Speaker speaker\_1: Uh, no. I don't know why they still didn't change it yet. This is my main number right here, 251-9042.

Speaker speaker\_0: Okay, thank you. All right. All right, Isaiah, um, so I'm not showing that you're currently enrolled in any insurance from Partners Personnel. Um, I do have a question for you, just because this does affect certain things. Um, our system shows, it looks like you've been working with Partners since October, is that correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So unfortunately, with that being the case, you're not eligible to enroll in any insurance benefits at this time, as the eligibility window would have been the first 30 days after your first check, meaning that your window closed sometime in November. Um, it's not currently open enrollment. Partners doesn't hold open enrollment until, I believe, they hold it in October as well. Yes. Uh, so, uh, either you're, your options at this point to enroll in any insurance benefits are either to wait until the next open enrollment in October of this year or experience a qualifying life event, and typically in this case it's going to have to be something like you losing insurance from another insurance company entirely in order to be able to enroll into benefits outside of normal eligibility windows.

Speaker speaker\_1: I'm sorry, you said the second option was to what again? I'm sorry.

Speaker speaker\_0: So, so other than waiting for open enrollment in October, you'd have to have a qualifying life event, and in this case, qualifying life event to enroll in the benefits outside of regular eligibility windows would be as if you had insurance from another insurance company and then you lost that insurance.

Speaker speaker\_1: And that's the only way?

Speaker speaker\_0: At this time, yes, sir.

Speaker speaker\_1: Because I didn't... Because I had insurance but I don't have no more insurance, so that's why I'm trying to enroll in some type of insurance because-

Speaker speaker\_0: Okay. Um-

Speaker speaker\_1: I went to the den- uh, I went to a, a hospital and they told me that I didn't have insurance. So I was trying to figure out how I can get insurance because I just moved to Sacramento in October, so I'm trying to figure out how is this going to go about...

Speaker speaker\_0: Okay, so you said you did previously have insurance and you lost it?

Speaker speaker\_1: Yes, I had Medi-Cal.

Speaker speaker\_0: Uh, when, when did you lose that insurance?

Speaker speaker\_1: Um, I, I really don't know because I, I didn't know I even... I didn't know I had lost, uh, my insurance until I went to a hospital and they told me, uh, that my insurance wasn't valid, so I was just... That's why I'm trying to get everything situated.

Speaker speaker\_0: Okay. So typically, it would have to have been within the last 30 days in order for us to be able to use that as an exception as a qualifying life event. Um, if you're not sure about that, I can... What I can do, I can send you an email that goes over qualifying life events and what kind of documentation we need, um, because we do need to review anything regarding those. Um, I would say, get in touch with whoever, like, whatever administrator handles Medi-Cal and then, um, speak with them about getting this documentation and then you can submit that to us for review just... and we can check to see if we can use that to get you enrolled into benefits through Partners Personnel.

Speaker speaker\_1: Okay, thank you so much.

Speaker speaker\_0: Um, no problem. Can you confirm, the email we have addressed, would we-

Speaker speaker\_1: .

Speaker speaker\_0: Sorry, the email address we have on file for you, we have mapu.t or sorry, mapu.i@test.com?

Speaker speaker\_1: Mapu.i at what?

Speaker speaker\_0: We have it as test.com.

Speaker speaker\_1: No, that's not my email.

Speaker speaker\_0: Okay. What, what's your email address, sir?

Speaker speaker\_1: That's weird, uh, my email is last name, first name at gmail.com.

Speaker speaker\_0: Mapuisaiah@gmail.com?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: All right. Yeah, not... i- that could be something that was, uh, put down when you s- when you signed up to work for Partners Personnel, maybe something that they put in as just like a placeholder if they didn't get that information from you, I'm not sure, because that's where we would have gotten that. But, um, I'll update that, I'll send it on over to your email address, the, uh, information for qualifying life events and how to send that over to us. Um, whenever you send that documentation to us, give us about 24 to 48 business hours to review what you've sent us and see what, see what we can do with it and then we'll be back in touch with you to let you know what, uh, how to proceed, okay?

Speaker speaker\_1: Okay, thank you so much.

Speaker speaker\_0: No problem. Was there anything else I could help you with for right now?

Speaker speaker\_1: No, that'd be it.

Speaker speaker\_0: All right. Thanks again for calling and you have a wonderful day.

Speaker speaker\_1: You as well.

Speaker speaker\_0: All right. Bye now.