

Transcript: Estefania

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Full Transcript

... did it. Your call may be monitored or recorded for quality assurance purposes. Were you asking? Yeah, ju- um, ju- who? Thank you for calling- Uh, Brenda ... the National Health Plan. My name's Stephanie. How can I assist you? Yes, uh, I was wanting to enroll in dental insurance. I already should have health or either I got dental and I need help. It's either one. Okay. Um, what's the staffing agency that you're with? MAU. And then the last four of your social? 5999. Um... And then your first and last name. Uh, Lorez Walker. Because we might be cleaning up the chain because... No, no. The other side. Take your shoes in the, take them off right, baby. Next window. What was that first name? L-O-R-E-Z. On the last one. Let me clean you up. Okay. So I still don't have you in our file, so either we can if you think- They probably got it. They probably got it by my first... My, my middle... I go by my middle name, but just try Avery Walker. Okay. That I do see. Uh, for security purposes, could you please verify your address as well as your date of birth for me? My address is 2 Sturbridge Court, Belton, South Carolina, 29627. My birthday is 4-27-1991. Okay. For security purposes, I do need you to verify your address as well as your date of birth. I'm sorry. I need to ver- Yeah, you already did that. I'm sorry. Um, your phone number is 864-901-2857? Right. Okay. Thank you. And then I have your first name4@icloud.com. Is that still up to date? That's Lorez4? Four... Uh-uh. Yes. That's right. Mm-hmm. Okay. In the last 30 days, have you lost benefit, gotten married, divorced, had a... No. No? Okay. So unfortunately I won't be able to enroll you anymore because it looks like your personal open enrollment period ended already. Um, the last day to enroll was... Let me see. It was on the... Just right on. The first bag of hoes. I gave you your own. Was on the 1st of November. That would have been your last day to be eligible to enroll. Oh, it's a teenager, baby. Um, but I can check to see when the next company open enrollment period. So the only times you're able to add any plans, um, or, w- well, to enroll, would be within your first 30 days of receiving your very first check, which that would have been... The deadline would have been October 1st, or whenever the company's in their company open enrollment period. Which I can check real quick to see if MAU is anytime soon. Give me one second. Let me verify. I don't be understanding this enrollment stuff, man. Like it's crazy. It make it hard for... It make it hard to even get something done that's very important. Like I can't go to the doctor, I can't go to the dentist. Like if I'm working and I'm paying for it, it shouldn't even be a deadline s- it... I should just be paying for it, and I should have access to it just au- automatically. Like I, I don't give it a- So you don't have any... I don't give a- Yeah, you don't have any, um... Give me one second. You don't have any active coverage. I supposed to. That's... And that's the thing, like I don't know nothing about all this and I'm... So normally- I mean, I re- ... for you to have cov- you had to either done an enrollment form or you're on hold. So how can I get it and just... When, when would I be able to actually have it an- and when, when can I get it? So there's two periods when you're eligible

to enroll. Your first one is your first 30 days of having your first check, which that ended on October 1st. And then the second time would be when the company's in company open enrollment period. Which for MAU is actually coming up pretty soon, which that's good news. Um, but theirs- But I'm not going to make it. ... is in the month... Theirs is in the month of, um, December. It's from December to January. But there's no... I still don't have the new dates yet, but your company should notify you when they're in company open enrollment period. So last year it was between the dates of- Last year, baby. ... December... Um, last year it was between the- December 18 until January 31st. So it may possibly be a day or two after the 18th. That's why, baby. Um, but they do notify you, and I believe they send you text messages as reminders. Am I at MAU? Yes. Um, but typically, usually the agency does notify their members. It is in the month of December, but I don't have those updated dates yet. So I would ask MAU if they know by any chance exactly Right. Well, it seems like, man, my mouth has been... Yeah, I'm, I'm... All right, I got you. Bas- basically nobody can help me, right? All this enrollment stuff is... It's, it's, it's stupid. Like I... My mouth hurts. I need coverage, health insurance, and I, I don't even have it this whole time? And then I gotta wait till open enrollment, but I'm working. You know what I'm saying? I need insurance that I can just pay insurance, I got it. I don't understand all what you talking about. Okay. Well, there's- And I just called and I- There's steps to enroll, and I can't enroll you. Look, you're gonna have to wait till December. There's nothing I can do. Yeah, but how would I know when? I mean, you can't even give me an actual date. Your company lets you... Yes, that's why it says your company- They don't let me know my company... Listen, listen, listen. Since I started MAU, I haven't gotten nothing from MAU. I would ask- That's all I'm trying to say. Um, because I don't have those dates, but I would definitely ask if I was you, because they should be able to provide that information. Well, the thing is... The thing is, I just... I thought I was talking to MAU. That's why I called MAU. Nope. We're the healthcare administrators for staff and agencies, not only MAU. So... That's what that is. So I've been talking to you for no reason? Like I just need somebody that can help me and I need to get started. Like this don't make sense. Okay. So we're the healthcare administrators for staff and agencies. This is the number that-

Conversation Format

Speaker speaker_0: ... did it.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: Were you asking? Yeah, ju- um, ju- who?

Speaker speaker_1: Thank you for calling-

Speaker speaker_0: Uh, Brenda

Speaker speaker_2: ... the National Health Plan. My name's Stephanie. How can I assist you?

Speaker speaker_0: Yes, uh, I was wanting to enroll in dental insurance. I already should have health or either I got dental and I need help. It's either one.

Speaker speaker_2: Okay. Um, what's the staffing agency that you're with?

Speaker speaker_0: MAU.

Speaker speaker_2: And then the last four of your social?

Speaker speaker_0: 5999.

Speaker speaker_3: Um...

Speaker speaker_2: And then your first and last name.

Speaker speaker_0: Uh, Lorez Walker.

Speaker speaker_4: Because we might be cleaning up the chain because...

Speaker speaker_3: No, no. The other side.

Speaker speaker_0: Take your shoes in the, take them off right, baby.

Speaker speaker_4: Next window.

Speaker speaker_2: What was that first name?

Speaker speaker_0: L-O-R-E-Z.

Speaker speaker_4: On the last one. Let me clean you up.

Speaker speaker_2: Okay. So I still don't have you in our file, so either we can if you think-

Speaker speaker_0: They probably got it. They probably got it by my first... My, my middle... I go by my middle name, but just try Avery Walker.

Speaker speaker_2: Okay. That I do see. Uh, for security purposes, could you please verify your address as well as your date of birth for me?

Speaker speaker_0: My address is 2 Sturbridge Court, Belton, South Carolina, 29627. My birthday is 4-27-1991.

Speaker speaker_2: Okay. For security purposes, I do need you to verify your address as well as your date of birth. I'm sorry.

Speaker speaker_0: I need to ver-

Speaker speaker_2: Yeah, you already did that. I'm sorry. Um, your phone number is 864-901-2857?

Speaker speaker_0: Right.

Speaker speaker_2: Okay. Thank you. And then I have your first name4@icloud.com. Is that still up to date?

Speaker speaker_0: That's Lorez4?

Speaker speaker_2: Four... Uh-uh.

Speaker speaker_0: Yes. That's right.

Speaker speaker_2: Mm-hmm. Okay. In the last 30 days, have you lost benefit, gotten married, divorced, had a...

Speaker speaker_0: No.

Speaker speaker_2: No? Okay. So unfortunately I won't be able to enroll you anymore because it looks like your personal open enrollment period ended already. Um, the last day to enroll was... Let me see. It was on the...

Speaker speaker_5: Just right on. The first bag of hoes. I gave you your own.

Speaker speaker_2: Was on the 1st of November. That would have been your last day to be eligible to enroll.

Speaker speaker_5: Oh, it's a teenager, baby.

Speaker speaker_2: Um, but I can check to see when the next company open enrollment period. So the only times you're able to add any plans, um, or, w- well, to enroll, would be within your first 30 days of receiving your very first check, which that would have been... The deadline would have been October 1st, or whenever the company's in their company open enrollment period. Which I can check real quick to see if MAU is anytime soon. Give me one second. Let me verify.

Speaker speaker_0: I don't be understanding this enrollment stuff, man. Like it's crazy. It make it hard for... It make it hard to even get something done that's very important. Like I can't go to the doctor, I can't go to the dentist. Like if I'm working and I'm paying for it, it shouldn't even be a deadline s- it... I should just be paying for it, and I should have access to it just automatically. Like I, I don't give it a-

Speaker speaker_2: So you don't have any...

Speaker speaker_0: I don't give a-

Speaker speaker_2: Yeah, you don't have any, um... Give me one second. You don't have any active coverage.

Speaker speaker_0: I supposed to. That's... And that's the thing, like I don't know nothing about all this and I'm...

Speaker speaker_2: So normally-

Speaker speaker_0: I mean, I re-

Speaker speaker_2: ... for you to have cov- you had to either done an enrollment form or you're on hold.

Speaker speaker_0: So how can I get it and just... When, when would I be able to actually have it an- and when, when can I get it?

Speaker speaker_2: So there's two periods when you're eligible to enroll. Your first one is your first 30 days of having your first check, which that ended on October 1st. And then the second time would be when the company's in company open enrollment period. Which for

MAU is actually coming up pretty soon, which that's good news. Um, but theirs-

Speaker speaker_0: But I'm not going to make it.

Speaker speaker_2: ... is in the month... Theirs is in the month of, um, December. It's from December to January.

Speaker speaker_0: But there's no...

Speaker speaker_2: I still don't have the new dates yet, but your company should notify you when they're in company open enrollment period. So last year it was between the dates of-

Speaker speaker_0: Last year, baby.

Speaker speaker_2: ... December... Um, last year it was between the- December 18 until January 31st. So it may possibly be a day or two after the 18th.

Speaker speaker_0: That's why, baby.

Speaker speaker_2: Um, but they do notify you, and I believe they send you text messages as reminders.

Speaker speaker_0: Am I at MAU?

Speaker speaker_2: Yes. Um, but typically, usually the agency does notify their members. It is in the month of December, but I don't have those updated dates yet. So I would ask MAU if they know by any chance exactly

Speaker speaker_6: Right. Well, it seems like, man, my mouth has been...

Speaker speaker_0: Yeah, I'm, I'm... All right, I got you. Bas- basically nobody can help me, right? All this enrollment stuff is... It's, it's, it's stupid. Like I... My mouth hurts. I need coverage, health insurance, and I, I don't even have it this whole time? And then I gotta wait till open enrollment, but I'm working. You know what I'm saying? I need insurance that I can just pay insurance, I got it. I don't understand all what you talking about.

Speaker speaker_2: Okay. Well, there's-

Speaker speaker_0: And I just called and I-

Speaker speaker_2: There's steps to enroll, and I can't enroll you. Look, you're gonna have to wait till December. There's nothing I can do.

Speaker speaker_0: Yeah, but how would I know when? I mean, you can't even give me an actual date.

Speaker speaker_2: Your company lets you... Yes, that's why it says your company-

Speaker speaker_0: They don't let me know my company... Listen, listen, listen. Since I started MAU, I haven't gotten nothing from MAU.

Speaker speaker_2: I would ask-

Speaker speaker_0: That's all I'm trying to say.

Speaker speaker_2: Um, because I don't have those dates, but I would definitely ask if I was you, because they should be able to provide that information.

Speaker speaker_0: Well, the thing is... The thing is, I just... I thought I was talking to MAU. That's why I called MAU.

Speaker speaker_2: Nope. We're the healthcare administrators for staff and agencies, not only MAU.

Speaker speaker_0: So...

Speaker speaker_2: That's what that is.

Speaker speaker_0: So I've been talking to you for no reason? Like I just need somebody that can help me and I need to get started. Like this don't make sense.

Speaker speaker_2: Okay. So we're the healthcare administrators for staff and agencies. This is the number that-