

## Transcript: Estefania

**Acevedo-4943064588042240-6521005348438016**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes. Uh, my name is Lionel David Johnson Senior. Uh, I work, I work for the Carlton Staff, um... Okay. Whatever. Yeah. Mm-hmm. Um, I was wondering, uh, 'cause I haven't, you know, I've tried to go to the doctor, and I, I do not have a card or anything. Mm-hmm. Okay, yeah, I can help you. Um, if it's available via email, I can go ahead and send it to you. What are the last four of your Social? Uh, 1390. Okay, thank you. You said last name Johnson? Yes. Okay. For security purposes, could you please verify your address as well as your date of birth? Okay. Uh, 4/8/73. My address is... 'Cause I changed address ... hmm. My address is, uh, 15015 West Airport Boulevard. Mm-hmm. Uh, apartment, uh, 2027. Sugar Land. Okay. And then what state is it? Texas. Okay. And that ZIP code? Uh, let me see the ZIP code. Uh, you gotta excuse me, I got my glasses on. The sun is out. You're fine. Seven, seven... No, 7223. 773? No, 7223. Okay. And then is your phone num- oh, I don't have an available phone number. Would it be this one? Yes. And then Johnson- Yeah. ... L-O-N-N-I-E 556 at gmail.com? Yes. Okay, thank you. Let me verify that that's the right, um, ZIP code, 'cause you have everything correct but the ZIP code. Um, I just wanna make sure, so give me one second. Okay. Um, let me change the address to 1714 because that's where I'm at right now. I moved to 1714. It's apartment 1714. Okay. Okay, sir. Um, so I have 15015 West Airport Boulevard, apartment 1714 now, correct? Yes. Okay, thank you. 15015 West Airport Boulevard, yes. Okay. All right. Um, am I any chance, did you ever receive your physical card? You never got it? No. No? Um, if you want, I could... Oh, actually I will not be able to. I can go ahead and email you your, um, your card via email address. Okay. Okay. Um, do you mind getting put in a brief hold while I do that? Yeah, sure. Thank you. Hello? Hello? Can you hear me? Yeah. Um, I went ahead and emailed you your card to that email file. Do you mind verifying that you received it? It should come from an email that says info@benefitsinacard.com. Okay. And but you, uh, you still want to send the hard copy, right? So I can put a request. Um, it should take like seven to ten days for you to receive it. But I'm going to go ahead and put in a request. Okay. So I can show this to the doctor and- Yep. That has your policy number. ... you know? Okay. Uh, is it, uh, a deductible? So for your MEC telant RPs there isn't. Um, give me one second. Let me... As long as you stay, and then you do got to stay within the network for the plan that you have. I'm sorry, say that again. Um, you do also have to stay within the network for the plan that you have. Yeah. So there's- Okay. ... no deductible. Um, but you do gotta- Okay. ... make sure to be covered, that you stay within the network, okay? And then to find a provider, you could- Right. ... contact that multi-plan network phone number that's on that card. Okay. Okay. Mm-hmm. Yeah, the- And then that pharmacy's information is on their card. The pharmacy, uh, information is on that card too, right? Yes, sir. Okay. Okay. Thank you. That's what I wanted to

know because- ... 'cause, uh, I need to go to the doctor any minute now. The other card that I had, it only pays, uh, for one year or whatever and certain, certain things is not covered. But I've been working for, uh, um, this company for almost a year and I need to go see a doctor and get a physical and all of that stuff. Okay. Just keep in mind that you do have to stay within the network, so, so to provide like provider list- Okay. ... that multi-plan network phone number is who you contact and if you ever have questions regarding if a certain visit is covered, you have to contact the carrier who is 90 Degrees, and that information is on that card as well. So all that information is on the card. Um, but you- Okay. ... did receive it, right? Yes. Okay. Yeah. Yes, sir. Mm-hmm. Okay. Thank you. I appreciate it. You're welcome. Yep. And then I'll go ahead and put that request in so that they can go ahead and send you your physical one. Okay. Thank you. You're welcome. Yeah. Have a nice day. So I, uh, uh, one more, one more question. So I can go to any doctor right now? So you have- Uh... ... to stay with them as long as they're within the network. As, as long as they in the network. Okay. Yes. 'Cause if they're out of the network and they've... then it wouldn't be covered. That's why it's important, um, to contact that multi-plan network just so that you're sure that your provider is within the network. Yeah, this is why I say to, uh- And if you ever have questions... and if you ever have questions like if certain visits would be covered, um, you would have to contact the carrier, who is 90 Degrees. And that contact information is on that card as well. Okay. I think- Mm-hmm. ... I have that card, the 90 Degrees, but I don't have, um, medical, like, you know, if I happen to go to the doctor and like, you know- Oh, okay. So you do have the card then. Yeah. Um, 'cause that's the card that I was gonna request, your 90 Degrees. So the only plan that you have is the MUC TeleRx, which is your preventative plan. You don't have- Right. ... a hospital indemnity plan. No. So you don't have a hospital indemnity plan? Um- No. ... I guess I don't have- I don't have a card where I can go to the... Like, if I go to the doctor right now, if something is wrong- Yeah, because, be- because you don't have that coverage. You only have the preventative one, which is the MUC TeleRx. That's the only plan that you have. And they're doing weekly deductions for that plan for \$16. Um, if you would have had one of the hospital indemnity plans, those would be, um, a little bit more. Oh, so- But you only have the preventative. So how do I do that? Do I go back to Stafford and, and change it? So the only time that you're eligible to enroll into any benefits or add additional ones would be within your personal open enrollment period, which they consider that the first 30 days of you receiving your very first check. That's your personal open enrollment period. And then the second period is when the company is in company open enrollment, which for them, I can verify to see what month that falls into, but at the time- Okay. ... I wouldn't be able to enroll you into any plans because, um, they're not within company open enrollment. But the good news is that they're gonna be in company open enrollment December 23rd up until January 31st. So I would write that down somewhere just in case you were interested in adding one of the medical plans that actually do cover your doctor visits if you get sick, hospital visits if you get injured, urgent care, emergency room and surgeries, because the current plan that you have right now doesn't cover that. It only covers like one physical visit a year, some vaccinations, some cancer screenings, some STD screenings and even some counseling. So it's only for preventative services. But if you do wanna add additional plans in the future, um, it looks like their company open enrollment period is December 23rd. So you're, um- December 23rd. ... you're welcome to call us. Yeah, you're welcome to call us December 23rd to add any additional plans, and then looks like the last day of their company open enrollment period is

gonna be on the 31st. But we're not open on the 31st, so it would re-... it would technically be on Ja-... I'm sorry. I didn't mean to say December 31st . Um, January 30th. So open enrollment's from December 23rd up until January 30th. Okay. And then I don't- Okay. ... know if you want me to send you the guide. That guide has all the plans that they offer. I don't know if- Yeah, please. ... you want me to go ahead and send you that. So it can- Yeah. ... give you an idea about what plans they offer, and I guess you'll have somewhat of an idea of what you wanna enroll into when that comes around. Um, but for now, you do only have the preventative plan. Right. Okay? Yeah. That's why I was earlier like, you're welcome to give 90 Degrees a call just to make sure that whatever service you go for is covered, and if it's not, they will notify you, um- Okay. ... before you go to that appointment. And then you- Okay. ... do gotta keep in mind, you have to stay within the network. That's really important 'cause if you go out of the network, it's not going to be covered. Right. Okay. Uh, yeah. Please send, send me that guide. Okay. Um, I'm sending it right now. One second. So that's the good thing, that their company open enrollment period is approaching. And then I was gonna notify you that for all of their medical plans, dental, short-term, term life, vision, critical illness, group accident, a- as well as your preventative plan, that's under a IRS regulation, that's called Section 125. So what Section 125 is, it allows you to pay those particular plans with pre-tax dollars, but to either cancel those plans in the future or add dependents to those plans, you would have to be within company open enrollment period. Mm-hmm. So within the dates I just provided or within your personal open enrollment period. But in this case, you would just qualify for company open enrollment period. Okay. So between the 23rd up until the 30th, you would be allowed to either cancel those plans or add dependents. And then after those dates, um, they're gonna tell you that you're gonna have to wait for the next company open enrollment period, which would be December again. Okay. Yeah. Um, and I went ahead and emailed you that to your email file. Okay. Do you mind verifying that you received the guide? So that guide is gonna, uh, give you all the plans that they offer as well as the prices. Okay. And then that, that will come on my check, right? Yeah, whenever you call to enroll... Mm-hmm. Um, they'll add the plans and then it looks like the plans have an effective date of, I'm sorry, of January the 6th. Okay. Okay. Now we're getting somewhere. Mm-hmm. Yes, sir. Okay. But just remember that if you do want to add the medical plan, um, you would have to call this number within those dates. And then, um, just remember that you have to call before the 30th because on the 31st, we're not open. Okay. And then if you wait after the 30th, and you call back like on the 1st of January, they're gonna tell you that you have to wait for next December. Right. Ooh, wow. Okay. So you put that number on there too, right? Um, no, I went ahead and just sent it. Oh, okay. So I just sent the guide. Um, I don't know if you r- if you want to write that somewhere maybe. So the open enrollment is between December 23rd up until January the 30th. January the 30th. December 23rd, open enrollment. And then we're open from 8:00 AM up until 8:00 PM Eastern Time. 8:00 AM to what? To 8:00 PM Eastern Time. So we're an hour ahead of you. Right. Okay. Okay. So the number will be on the, um, uh, the thing, uh, the thing that you sent to me on email? Correct. Yep. Mm-hmm. Okay. Yeah. The number is there as well as the time... Okay. ... that we're open. Okay. All right. I got it down. Oh, yeah, and I was also gonna inform you that for this week, you don't have active coverage because we haven't received a payment for this week. Oh, okay. Hmm. I just want to notify you. Yeah. So that you're aware. Okay. Okay, yeah, I was out for a week, uh, for a funeral, so I didn't get paid. Oh, okay. I didn't get paid for a week. Yeah. Gotcha. Okay. Yeah.

Okay. So, uh, yeah, thank you and, uh, hopefully I'll get it, get it started 'cause I need medical and I need dent- dental. Okay. So... Yeah, so you just gotta make sure you call us within that time frame. Okay. I would write that somewhere just in case you do forget 'cause once... 'Cause if you skip that period, unfortunately, the only time that you can enroll is within your personal, which that one passed already, and then, um, your company open enrollment, and that's done yearly. Okay. Yep, uh, December 23rd to, uh, January 30th. Correct. Yep, I got it. Okay. All right. Well, thank you- All right. ... for your time. Yep, thank you. Yeah. Bye-bye. Bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Yes. Uh, my name is Lionel David Johnson Senior. Uh, I work, I work for the Carlton Staff, um...

Speaker speaker\_1: Okay.

Speaker speaker\_2: Whatever. Yeah.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Um, I was wondering, uh, 'cause I haven't, you know, I've tried to go to the doctor, and I, I do not have a card or anything.

Speaker speaker\_1: Mm-hmm. Okay, yeah, I can help you. Um, if it's available via email, I can go ahead and send it to you. What are the last four of your Social?

Speaker speaker\_2: Uh, 1390.

Speaker speaker\_1: Okay, thank you. You said last name Johnson?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. For security purposes, could you please verify your address as well as your date of birth?

Speaker speaker\_2: Okay. Uh, 4/8/73. My address is... 'Cause I changed address ... hmm. My address is, uh, 15015 West Airport Boulevard.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Uh, apartment, uh, 2027. Sugar Land.

Speaker speaker\_1: Okay. And then what state is it?

Speaker speaker\_2: Texas.

Speaker speaker\_1: Okay. And that ZIP code?

Speaker speaker\_2: Uh, let me see the ZIP code. Uh, you gotta excuse me, I got my glasses on. The sun is out.

Speaker speaker\_1: You're fine.

Speaker speaker\_2: Seven, seven... No, 7223.

Speaker speaker\_1: 773?

Speaker speaker\_2: No, 7223.

Speaker speaker\_1: Okay. And then is your phone num- oh, I don't have an available phone number. Would it be this one?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then Johnson-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... L-O-N-N-I-E 556 at gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, thank you. Let me verify that that's the right, um, ZIP code, 'cause you have everything correct but the ZIP code. Um, I just wanna make sure, so give me one second.

Speaker speaker\_2: Okay. Um, let me change the address to 1714 because that's where I'm at right now. I moved to 1714. It's apartment 1714.

Speaker speaker\_1: Okay. Okay, sir. Um, so I have 15015 West Airport Boulevard, apartment 1714 now, correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_2: 15015 West Airport Boulevard, yes.

Speaker speaker\_1: Okay. All right. Um, am I any chance, did you ever receive your physical card? You never got it?

Speaker speaker\_2: No.

Speaker speaker\_1: No? Um, if you want, I could... Oh, actually I will not be able to. I can go ahead and email you your, um, your card via email address.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Um, do you mind getting put in a brief hold while I do that?

Speaker speaker\_2: Yeah, sure.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Hello?

Speaker speaker\_1: Hello? Can you hear me?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Um, I went ahead and emailed you your card to that email file. Do you mind verifying that you received it? It should come from an email that says info@benefitsinacard.com.

Speaker speaker\_2: Okay. And but you, uh, you still want to send the hard copy, right?

Speaker speaker\_1: So I can put a request. Um, it should take like seven to ten days for you to receive it. But I'm going to go ahead and put in a request.

Speaker speaker\_2: Okay. So I can show this to the doctor and-

Speaker speaker\_1: Yep. That has your policy number.

Speaker speaker\_2: ... you know? Okay. Uh, is it, uh, a deductible?

Speaker speaker\_1: So for your MEC telant RPs there isn't. Um, give me one second. Let me... As long as you stay, and then you do got to stay within the network for the plan that you have.

Speaker speaker\_2: I'm sorry, say that again.

Speaker speaker\_1: Um, you do also have to stay within the network for the plan that you have.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: So there's-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... no deductible. Um, but you do gotta-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... make sure to be covered, that you stay within the network, okay? And then to find a provider, you could-

Speaker speaker\_2: Right.

Speaker speaker\_1: ... contact that multi-plan network phone number that's on that card.

Speaker speaker\_2: Okay. Okay.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Yeah, the-

Speaker speaker\_1: And then that pharmacy's information is on their card.

Speaker speaker\_2: The pharmacy, uh, information is on that card too, right?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay. Okay. Thank you. That's what I wanted to know because- ... 'cause, uh, I need to go to the doctor any minute now. The other card that I had, it only pays, uh, for one year or whatever and certain, certain things is not covered. But I've been working for, uh, um, this company for almost a year and I need to go see a doctor and get a physical and all of that stuff.

Speaker speaker\_1: Okay. Just keep in mind that you do have to stay within the network, so, so to provide like provider list-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... that multi-plan network phone number is who you contact and if you ever have questions regarding if a certain visit is covered, you have to contact the carrier who is 90 Degrees, and that information is on that card as well. So all that information is on the card. Um, but you-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... did receive it, right?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Yes, sir. Mm-hmm.

Speaker speaker\_2: Okay. Thank you. I appreciate it.

Speaker speaker\_1: You're welcome.

Speaker speaker\_2: Yep.

Speaker speaker\_1: And then I'll go ahead and put that request in so that they can go ahead and send you your physical one.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: You're welcome.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Have a nice day.

Speaker speaker\_2: So I, uh, uh, one more, one more question. So I can go to any doctor right now?

Speaker speaker\_1: So you have-

Speaker speaker\_2: Uh...

Speaker speaker\_1: ... to stay with them as long as they're within the network.

Speaker speaker\_2: As, as long as they in the network. Okay.

Speaker speaker\_1: Yes. 'Cause if they're out of the network and they've... then it wouldn't be covered. That's why it's important, um, to contact that multi-plan network just so that you're sure that your provider is within the network.

Speaker speaker\_2: Yeah, this is why I say to, uh-

Speaker speaker\_1: And if you ever have questions... and if you ever have questions like if certain visits would be covered, um, you would have to contact the carrier, who is 90 Degrees. And that contact information is on that card as well.

Speaker speaker\_2: Okay. I think-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... I have that card, the 90 Degrees, but I don't have, um, medical, like, you know, if I happen to go to the doctor and like, you know-

Speaker speaker\_1: Oh, okay. So you do have the card then.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Um, 'cause that's the card that I was gonna request, your 90 Degrees. So the only plan that you have is the MUC TeleRx, which is your preventative plan. You don't have-

Speaker speaker\_2: Right.

Speaker speaker\_1: ... a hospital indemnity plan.

Speaker speaker\_2: No.

Speaker speaker\_1: So you don't have a hospital indemnity plan? Um-

Speaker speaker\_2: No.

Speaker speaker\_1: ... I guess I don't have-

Speaker speaker\_2: I don't have a card where I can go to the... Like, if I go to the doctor right now, if something is wrong-

Speaker speaker\_1: Yeah, because, be- because you don't have that coverage. You only have the preventative one, which is the MUC TeleRx. That's the only plan that you have. And they're doing weekly deductions for that plan for \$16. Um, if you would have had one of the hospital indemnity plans, those would be, um, a little bit more.

Speaker speaker\_2: Oh, so-

Speaker speaker\_1: But you only have the preventative.



Speaker speaker\_2: So how do I do that? Do I go back to Stafford and, and change it?

Speaker speaker\_1: So the only time that you're eligible to enroll into any benefits or add additional ones would be within your personal open enrollment period, which they consider that the first 30 days of you receiving your very first check. That's your personal open enrollment period. And then the second period is when the company is in company open enrollment, which for them, I can verify to see what month that falls into, but at the time-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... I wouldn't be able to enroll you into any plans because, um, they're not within company open enrollment. But the good news is that they're gonna be in company open enrollment December 23rd up until January 31st. So I would write that down somewhere just in case you were interested in adding one of the medical plans that actually do cover your doctor visits if you get sick, hospital visits if you get injured, urgent care, emergency room and surgeries, because the current plan that you have right now doesn't cover that. It only covers like one physical visit a year, some vaccinations, some cancer screenings, some STD screenings and even some counseling. So it's only for preventative services. But if you do wanna add additional plans in the future, um, it looks like their company open enrollment period is December 23rd. So you're, um-

Speaker speaker\_2: December 23rd.

Speaker speaker\_1: ... you're welcome to call us. Yeah, you're welcome to call us December 23rd to add any additional plans, and then looks like the last day of their company open enrollment period is gonna be on the 31st. But we're not open on the 31st, so it would re-... it would technically be on Ja-... I'm sorry. I didn't mean to say December 31st . Um, January 30th. So open enrollment's from December 23rd up until January 30th.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And then I don't-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... know if you want me to send you the guide. That guide has all the plans that they offer. I don't know if-

Speaker speaker\_2: Yeah, please.

Speaker speaker\_1: ... you want me to go ahead and send you that. So it can-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... give you an idea about what plans they offer, and I guess you'll have somewhat of an idea of what you wanna enroll into when that comes around. Um, but for now, you do only have the preventative plan.

Speaker speaker\_2: Right.

Speaker speaker\_1: Okay?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: That's why I was earlier like, you're welcome to give 90 Degrees a call just to make sure that whatever service you go for is covered, and if it's not, they will notify you, um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... before you go to that appointment. And then you-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... do gotta keep in mind, you have to stay within the network. That's really important 'cause if you go out of the network, it's not going to be covered.

Speaker speaker\_2: Right. Okay. Uh, yeah. Please send, send me that guide.

Speaker speaker\_1: Okay. Um, I'm sending it right now. One second. So that's the good thing, that their company open enrollment period is approaching. And then I was gonna notify you that for all of their medical plans, dental, short-term, term life, vision, critical illness, group accident, a- as well as your preventative plan, that's under a IRS regulation, that's called Section 125. So what Section 125 is, it allows you to pay those particular plans with pre-tax dollars, but to either cancel those plans in the future or add dependents to those plans, you would have to be within company open enrollment period.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: So within the dates I just provided or within your personal open enrollment period. But in this case, you would just qualify for company open enrollment period.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So between the 23rd up until the 30th, you would be allowed to either cancel those plans or add dependents. And then after those dates, um, they're gonna tell you that you're gonna have to wait for the next company open enrollment period, which would be December again.

Speaker speaker\_2: Okay. Yeah.

Speaker speaker\_1: Um, and I went ahead and emailed you that to your email file.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Do you mind verifying that you received the guide? So that guide is gonna, uh, give you all the plans that they offer as well as the prices.

Speaker speaker\_2: Okay. And then that, that will come on my check, right?

Speaker speaker\_1: Yeah, whenever you call to enroll...

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Um, they'll add the plans and then it looks like the plans have an effective date of, I'm sorry, of January the 6th.

Speaker speaker\_2: Okay. Okay. Now we're getting somewhere.

Speaker speaker\_1: Mm-hmm. Yes, sir.

Speaker speaker\_2: Okay.

Speaker speaker\_1: But just remember that if you do want to add the medical plan, um, you would have to call this number within those dates. And then, um, just remember that you have to call before the 30th because on the 31st, we're not open.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And then if you wait after the 30th, and you call back like on the 1st of January, they're gonna tell you that you have to wait for next December.

Speaker speaker\_2: Right. Ooh, wow. Okay. So you put that number on there too, right?

Speaker speaker\_1: Um, no, I went ahead and just sent it.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: So I just sent the guide. Um, I don't know if you r- if you want to write that somewhere maybe. So the open enrollment is between December 23rd up until January the 30th.

Speaker speaker\_2: January the 30th. December 23rd, open enrollment.

Speaker speaker\_1: And then we're open from 8:00 AM up until 8:00 PM Eastern Time.

Speaker speaker\_2: 8:00 AM to what?

Speaker speaker\_1: To 8:00 PM Eastern Time. So we're an hour ahead of you.

Speaker speaker\_2: Right. Okay. Okay. So the number will be on the, um, uh, the thing, uh, the thing that you sent to me on email?

Speaker speaker\_1: Correct. Yep. Mm-hmm.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yeah. The number is there as well as the time...

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... that we're open.

Speaker speaker\_2: Okay. All right. I got it down.

Speaker speaker\_1: Oh, yeah, and I was also gonna inform you that for this week, you don't have active coverage because we haven't received a payment for this week.

Speaker speaker\_2: Oh, okay. Hmm.

Speaker speaker\_1: I just want to notify you.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: So that you're aware.

Speaker speaker\_2: Okay. Okay, yeah, I was out for a week, uh, for a funeral, so I didn't get paid.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_2: I didn't get paid for a week. Yeah.

Speaker speaker\_1: Gotcha. Okay.

Speaker speaker\_2: Yeah. Okay. So, uh, yeah, thank you and, uh, hopefully I'll get it, get it started 'cause I need medical and I need dent- dental.

Speaker speaker\_1: Okay.

Speaker speaker\_2: So...

Speaker speaker\_1: Yeah, so you just gotta make sure you call us within that time frame.

Speaker speaker\_2: Okay.

Speaker speaker\_1: I would write that somewhere just in case you do forget 'cause once... 'Cause if you skip that period, unfortunately, the only time that you can enroll is within your personal, which that one passed already, and then, um, your company open enrollment, and that's done yearly.

Speaker speaker\_2: Okay. Yep, uh, December 23rd to, uh, January 30th.

Speaker speaker\_1: Correct.

Speaker speaker\_2: Yep, I got it. Okay.

Speaker speaker\_1: All right. Well, thank you-

Speaker speaker\_2: All right.

Speaker speaker\_1: ... for your time.

Speaker speaker\_2: Yep, thank you. Yeah. Bye-bye.

Speaker speaker\_1: Bye.