

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Um, hi. Um, I just managed to figure out how to, um, enroll for benefits, and when I was going through the process, um, and selected my stuff, it says enrollment is not allowed into CLIA guide. Okay. So we can do it, um, over the phone. You can let me know what you wanted to be enrolled into. Which staffing agency are you working with? Oxford. Okay. And then what are the last four of your social? 7583. I'm sorry, you said 75- Yes. ... 83? 753. Is it Tony? Yes, it is. For security purposes, can you verify the address that I have on file? 1040 Bellagio- Or small iced tea? Oh, go ahead. Um, I was gonna say and your date of birth, please. Oh, okay. 1040, uh, Bellagio Circle, Sarasota, Florida 34237, Unit 103. Date of birth, May 17th, '99. Okay. Thank you. Okay, I have 941-350-2954 is your phone number. Yes. Okay, thank you. And then I have your first name, last name, jay@gmail.com. Is that up to date? Yeah. Okay. Let's see. Let me verify why it let you... O- oh, okay. So it looks like most likely the reason why it didn't let you enroll because actually your last day to enroll was on Friday, which is the 21st. Friday? Oh. Yeah. So now since you're past your personal open enrollment, which are the first 30 days of receiving your first check, you do have to wait for the next company open enrollment, unfortunately. Um, let me see when that's held for Oxford. Um, that or if you have experienced a quality life event within the last 30 days, like a loss of benefit, getting married, divorced, having a baby or adopted, um, you would, you could be eligible to enroll. Have you experienced any of those within the last 30 days? Oh, no. I'm getting married in a bit, but not yet. Oh, okay. Um, let me see. Hopefully it's soon. Let me see when they're willing company open enrollment. So that's why it probably gave you that, um, that, like, little error, 'cause- Okay. All right. ... you passed it for a few days, unfortunately. O- and they're not back within company open enrollment 'til December. It looks like last year was between December 4th up until December 18. There's a possibility that the dates might change, um, but it's definitely held in December. Okay. So pretty much just have to sounds like, uh, get married and then I'll be able to, um... Yeah. So 30 days within that quality life event, you would have to call. Okay. And, um, we would have to email you, um, information that you would have to send back to us requesting documents stating that you have experienced a quality life event 30 days- Okay. All right. ... prior to that, like losing benefit, getting married, divorced, having a baby, or adopting. And then you would- Well, that- ... just send it over, and they'll review it for eligibility. At the moment, I wouldn't be able to enroll you into the benefits. Okay. That's... But that's okay. Thank you. You're welcome. Have a nice day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Um, hi. Um, I just managed to figure out how to, um, enroll for benefits, and when I was going through the process, um, and selected my stuff, it says enrollment is not allowed into CLIA guide.

Speaker speaker_0: Okay. So we can do it, um, over the phone. You can let me know what you wanted to be enrolled into. Which staffing agency are you working with?

Speaker speaker_1: Oxford.

Speaker speaker_0: Okay. And then what are the last four of your social?

Speaker speaker_1: 7583.

Speaker speaker_0: I'm sorry, you said 75-

Speaker speaker_1: Yes.

Speaker speaker_0: ... 83?

Speaker speaker_1: 753.

Speaker speaker_0: Is it Tony?

Speaker speaker_1: Yes, it is.

Speaker speaker_0: For security purposes, can you verify the address that I have on file?

Speaker speaker_1: 1040 Bellagio-

Speaker speaker_0: Or small iced tea?

Speaker speaker_1: Oh, go ahead.

Speaker speaker_0: Um, I was gonna say and your date of birth, please.

Speaker speaker_1: Oh, okay. 1040, uh, Bellagio Circle, Sarasota, Florida 34237, Unit 103. Date of birth, May 17th, '99.

Speaker speaker_0: Okay. Thank you. Okay, I have 941-350-2954 is your phone number.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, thank you. And then I have your first name, last name, jay@gmail.com. Is that up to date?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Let's see. Let me verify why it let you... O- oh, okay. So it looks like most likely the reason why it didn't let you enroll because actually your last day to enroll was on Friday, which is the 21st.

Speaker speaker_1: Friday? Oh.

Speaker speaker_0: Yeah. So now since you're past your personal open enrollment, which are the first 30 days of receiving your first check, you do have to wait for the next company open enrollment, unfortunately. Um, let me see when that's held for Oxford. Um, that or if you have experienced a quality life event within the last 30 days, like a loss of benefit, getting married, divorced, having a baby or adopted, um, you would, you could be eligible to enroll. Have you experienced any of those within the last 30 days?

Speaker speaker_1: Oh, no. I'm getting married in a bit, but not yet.

Speaker speaker_0: Oh, okay. Um, let me see. Hopefully it's soon. Let me see when they're willing company open enrollment. So that's why it probably gave you that, um, that, like, little error, 'cause-

Speaker speaker_1: Okay. All right.

Speaker speaker_0: ... you passed it for a few days, unfortunately. O- and they're not back within company open enrollment 'til December. It looks like last year was between December 4th up until December 18. There's a possibility that the dates might change, um, but it's definitely held in December.

Speaker speaker_1: Okay. So pretty much just have to sounds like, uh, get married and then I'll be able to, um...

Speaker speaker_0: Yeah. So 30 days within that quality life event, you would have to call.

Speaker speaker_1: Okay.

Speaker speaker_0: And, um, we would have to email you, um, information that you would have to send back to us requesting documents stating that you have experienced a quality life event 30 days-

Speaker speaker_1: Okay. All right.

Speaker speaker_0: ... prior to that, like losing benefit, getting married, divorced, having a baby, or adopting. And then you would-

Speaker speaker_1: Well, that-

Speaker speaker_0: ... just send it over, and they'll review it for eligibility. At the moment, I wouldn't be able to enroll you into the benefits.

Speaker speaker_1: Okay. That's... But that's okay. Thank you.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too.