

Transcript: Estefania

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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? Um, hello, Stephanie. I'm Jarvis Folks. Hey, how can I help you? Yes, I, I'm wondering, I've been trying to enroll for insurance, for, um, health insurance and eyewear. Okay. Um, what agency do you work for? Um, well, indygo. Um... I'm sorry, can you say that again? Um, indygo. Indigo? Okay, give me one second. Indy- indygo. Ooh, spell that for me. Indygo from Texas Mall. Indygo? Oh, okay. Give me one second. Is that the staffing agency that you applied with? Um, no. It, it was, um, MAU. MAU, okay, thank you. All right, and then, um, what are the last four of your social? Uh, 8083. Did you say 3083? No, no, 8083. 8083, okay, thank you. And then your first and last name, please. Yes, um, Jarvis Folks. Mm-hmm. Thank you. Can you spell... Do you need me to spell that last one for you? No, it's okay, I found it. Um, but for security purposes, I do need you verify your address as well as your date of birth. My address is, um, 3204 Marsh Strand Court. Mm-hmm. My date of birth is 4/24/1996. Thank you. And then what was that city and state? Uh, yes, um, Augusta... The city is Augusta and the state is Georgia. Okay, thank you. Um, is your phone number still 706-910-7151? No, it changed. What is it? 706-550-5043. Okay, thank you. And then I have your firstnamelastname24@gmail.com. Is that still up to date? Uh, say that again? I have your firstnamelastname24@gmail.com. Is that still a good email? Um, yes. Okay. Um, I was gonna ask you, in the last 30 days, have you suffered a loss of benefit by a marry, divorce, had a baby or adopted? Um, no, ma'am. No, ma'am. No. Um, how long ago have you been working with them? Let's... Hold up. I got it right here. Give me one second. Yes, I started, um, in January 24th- Okay. ... one 30 days. Okay. Um, so unfortunately, at the moment, I won't be able to enroll you into any healthcare benefits. The reason why is because you're not within your personal open enrollment period, which is the first 30 days of you receiving your first check, and you're not within the company's open enrollment period either. And those would be the two timeframes that members are eligible to enroll into healthcare benefits. So you're with MAU. Let me verify to see when their company open enrollment period is so that I could provide you those dates. Okay. Okay. So, MAU company open enrollment period is around the month of December, um, so at the moment, I can't enroll you right now, but their company open enrollment period is in the month of December. And they do let their members know whenever they're in their company open enrollment period. So whenever December comes around and they let you know the, uh, that date, you're welcome to give us a call at this number and we can enroll you into healthcare benefits. But at the moment, I won't be able to do it, due to the fact that you're not within the enrollment period. Like I said, for MAU, it's coming up soon. Hello? Are you still there? Yeah, I'm still here. Mm-hmm. So I would-... You would have to wait for December. Okay. For whenever their company open enrollment period. Okay. All right. Um, I appreciate, uh, all your

help. You're welcome. Thank you for calling Benefits in a Card, and I hope you have a good day. You too.

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: Um, hello, Stephanie. I'm Jarvis Folks.

Speaker speaker_1: Hey, how can I help you?

Speaker speaker_2: Yes, I, I'm wondering, I've been trying to enroll for insurance, for, um, health insurance and eyewear.

Speaker speaker_1: Okay. Um, what agency do you work for?

Speaker speaker_2: Um, well, indygo. Um...

Speaker speaker_1: I'm sorry, can you say that again?

Speaker speaker_2: Um, indygo.

Speaker speaker_1: Indigo? Okay, give me one second.

Speaker speaker_2: Indy- indygo.

Speaker speaker_1: Ooh, spell that for me.

Speaker speaker_2: Indygo from Texas Mall.

Speaker speaker_1: Indygo? Oh, okay. Give me one second. Is that the staffing agency that you applied with?

Speaker speaker_2: Um, no. It, it was, um, MAU.

Speaker speaker_1: MAU, okay, thank you. All right, and then, um, what are the last four of your social?

Speaker speaker_2: Uh, 8083.

Speaker speaker_1: Did you say 3083?

Speaker speaker_2: No, no, 8083.

Speaker speaker_1: 8083, okay, thank you. And then your first and last name, please.

Speaker speaker_2: Yes, um, Jarvis Folks.

Speaker speaker_1: Mm-hmm. Thank you.

Speaker speaker_2: Can you spell... Do you need me to spell that last one for you?

Speaker speaker_1: No, it's okay, I found it. Um, but for security purposes, I do need you verify your address as well as your date of birth.

Speaker speaker_2: My address is, um, 3204 Marsh Strand Court.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: My date of birth is 4/24/1996.

Speaker speaker_1: Thank you. And then what was that city and state?

Speaker speaker_2: Uh, yes, um, Augusta... The city is Augusta and the state is Georgia.

Speaker speaker_1: Okay, thank you. Um, is your phone number still 706-910-7151?

Speaker speaker_2: No, it changed.

Speaker speaker_1: What is it?

Speaker speaker_2: 706-550-5043.

Speaker speaker_1: Okay, thank you. And then I have your firstnamelastname24@gmail.com. Is that still up to date?

Speaker speaker_2: Uh, say that again?

Speaker speaker_1: I have your firstnamelastname24@gmail.com. Is that still a good email?

Speaker speaker_2: Um, yes.

Speaker speaker_1: Okay. Um, I was gonna ask you, in the last 30 days, have you suffered a loss of benefit by a marry, divorce, had a baby or adopted?

Speaker speaker_2: Um, no, ma'am. No, ma'am.

Speaker speaker_1: No. Um, how long ago have you been working with them?

Speaker speaker_2: Let's... Hold up. I got it right here. Give me one second. Yes, I started, um, in January 24th-

Speaker speaker_1: Okay.

Speaker speaker_2: ... one 30 days.

Speaker speaker_1: Okay. Um, so unfortunately, at the moment, I won't be able to enroll you into any healthcare benefits. The reason why is because you're not within your personal open enrollment period, which is the first 30 days of you receiving your first check, and you're not within the company's open enrollment period either. And those would be the two timeframes that members are eligible to enroll into healthcare benefits. So you're with MAU. Let me verify to see when their company open enrollment period is so that I could provide you those dates.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. So, MAU company open enrollment period is around the month of December, um, so at the moment, I can't enroll you right now, but their company open enrollment period is in the month of December. And they do let their members know whenever they're in their company open enrollment period. So whenever December comes around and they let you know the, uh, that date, you're welcome to give us a call at this number and we can enroll you into healthcare benefits. But at the moment, I won't be able to do it, due to the fact that you're not within the enrollment period. Like I said, for MAU, it's coming up soon. Hello? Are you still there?

Speaker speaker_2: Yeah, I'm still here.

Speaker speaker_1: Mm-hmm. So I would-... You would have to wait for December.

Speaker speaker_2: Okay.

Speaker speaker_1: For whenever their company open enrollment period. Okay.

Speaker speaker_2: All right. Um, I appreciate, uh, all your help.

Speaker speaker_1: You're welcome. Thank you for calling Benefits in a Card, and I hope you have a good day.

Speaker speaker_2: You too.