

Transcript: Estefania

Acevedo-5212157919019008-4791491642179584

Full Transcript

Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Hey, Stephanie. This is Stacey. I was calling to see if I have coverage. Okay. And if I do, what would be my social ID number? Gotcha. Uh, what- what staffing agency? It's BG- it's B-G-S-S Staffing Group. Okay. How are you today? Good, thank you. How about you? I'm good. And then, what was your first and last name? Stacey, S-T-A-C-E-Y. Pillow, like a pillow you sleep on. P-I-L-L-O-W. Okay, thank you. And then what is the last four of your Social? 9381. Okay, thank you. How long have you been with them? Uh... it's been a while. Is it P-I-L-L-O-W? Yeah. Okay. Can you please verify your address and date of birth for me? Yeah. 3037 Summercrest, Monworth Trail, Dannehill, Tennessee, 37013. Okay, and then, um, your date of birth again, I'm sorry? 2-17-1995. And then I have 615-267-9897 as your phone number? Yeah. And then I have C-H-O-W, last name, @gmail.com. Is that up-to-date? Yeah. That's my Gmail. So is that my email? Yes, ma'am. Mm-hmm. Okay. So you currently don't have active coverage. You did at some point have dinner and the- the ME/C plan, which is your preventative plan, but it looks like that ended on November 17. That was the last day that you had active coverage. Um, you haven't had any- Is there any possible... Is there any possible way to reinstate it or regain coverage? Mm-hmm. So, the only periods you're eligible to enroll are within the first 30 days of receiving your first check, or within company open enrollment. Um, have... In the last 30 days, in the previous 30 days, have you experienced a quality life event such as losing benefit, getting married, divorce, having a baby or adopting? I mean, I lost benefit, so does that qualify me? I don't know. It has to be 30 days from that quality life event. Um... I mean, yeah? Because I lost- Okay. I mean, well... I mean, yeah. Because I- I don't have benefit. Okay. So, it does, um, it does have to be within 30 days of that quality life event. Um, they are gonna request- Of the, like, November? From the November date or the date... What? I'm confused right now. From- from the date that you lost benefit. Oh, okay. Mm-hmm. It's way past that date. Okay. 'Cause if you did, I would have to send you documents and the main office is the one who reviews it to see if that is within the eligibility. Um, but like I said, they do make sure that it's within that timeframe of the 30 days. Okay. Well, I don't know how that- how that'll- how that'll work. I mean, we could try and I could see if I could fill it out and they'll approve it, but that's the only thing that I can see, but... Or if- Okay. ... you could, if you- will you do that? Yeah. So I can send you that email. Um... Let me send you that requesting document. And like I said, uh, they're the main ones who review it and then determine if that's something that's considered a quality life event. But let me go ahead and email that to you. Mm-hmm. And then if you could please confirm that you received it. Mm-hmm. So, just please note that this information must be provided within 30 days of the life event. Okay? All right. So, I'm gonna go ahead and send you that. And then if you could just verify... Okay. I'm waiting. All right. I went ahead and emailed that to you. Do my verifying that

you received it. Okay. I'm trying to see if I got it now. And just in case, um, you aren't eligible, the next period that you are allowed to enroll is within company open enrollment. So, let me see when BGS is held. Give me one second, let me verify. I think it's normally in January. Mm... Oh, it's actually coming up! It's in August. Oh. So, just in case- Oh, okay. ... you're not eligible, you're always welcome to call within company open enrollment, which last year it was done between August 19 till September 27. So, there is a possibility- Oh, okay. ... it may- it may be a day or two after the 19 or before. But usually they do send out company open enrollment text messages. If you don't get informed anything for... from your staffing agency, I honestly would call by July to ask if we have the updated dates for company open enrollment. So, just in case they don't consider that a quality life event, I would, um, call back within company open enrollment, 'cause you can enroll within that time as well, just in case you can't do it now. Mm-hmm. Okay. Mm-hmm. But did you ever get that email? Yeah, I got it. Thank you, Stephanie. You're welcome. And then you would just have to send whatever information you have and then they'll notify me if it's not or isn't. If it is, we can go ahead and start your enrollment. And if it isn't, then you're welcome to call back within the month of August, which thankfully it's already May, so. All right. That sounds great. Thank you so much for your help. You're welcome. I hope you have a great day. We will. I wi- I will. I'll be in touch with you and I'll send you over the, uh, information in an email. Okay, thank you. Have a nice day. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hey, Stephanie. This is Stacey. I was calling to see if I have coverage.

Speaker speaker_0: Okay.

Speaker speaker_1: And if I do, what would be my social ID number?

Speaker speaker_0: Gotcha. Uh, what- what staffing agency?

Speaker speaker_1: It's BG- it's B-G-S-S Staffing Group.

Speaker speaker_0: Okay. How are you today?

Speaker speaker_1: Good, thank you. How about you?

Speaker speaker_0: I'm good. And then, what was your first and last name?

Speaker speaker_1: Stacey, S-T-A-C-E-Y. Pillow, like a pillow you sleep on. P-I-L-L-O-W.

Speaker speaker_0: Okay, thank you. And then what is the last four of your Social?

Speaker speaker_1: 9381.

Speaker speaker_0: Okay, thank you. How long have you been with them?

Speaker speaker_1: Uh... it's been a while.

Speaker speaker_0: Is it P-I-L-L-O-W?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Can you please verify your address and date of birth for me?

Speaker speaker_1: Yeah. 3037 Summercrest, Monworth Trail, Dannehill, Tennessee, 37013.

Speaker speaker_0: Okay, and then, um, your date of birth again, I'm sorry?

Speaker speaker_1: 2-17-1995.

Speaker speaker_0: And then I have 615-267-9897 as your phone number?

Speaker speaker_1: Yeah.

Speaker speaker_0: And then I have C-H-O-W, last name, @gmail.com. Is that up-to-date?

Speaker speaker_1: Yeah. That's my Gmail.

Speaker speaker_0: So is that my email? Yes, ma'am.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. So you currently don't have active coverage. You did at some point have dinner and the- the ME/C plan, which is your preventative plan, but it looks like that ended on November 17. That was the last day that you had active coverage. Um, you haven't had any-

Speaker speaker_1: Is there any possible... Is there any possible way to reinstate it or regain coverage?

Speaker speaker_0: Mm-hmm. So, the only periods you're eligible to enroll are within the first 30 days of receiving your first check, or within company open enrollment. Um, have... In the last 30 days, in the previous 30 days, have you experienced a quality life event such as losing benefit, getting married, divorce, having a baby or adopting?

Speaker speaker_1: I mean, I lost benefit, so does that qualify me? I don't know.

Speaker speaker_0: It has to be 30 days from that quality life event.

Speaker speaker_1: Um... I mean, yeah? Because I lost-

Speaker speaker_0: Okay.

Speaker speaker_1: I mean, well... I mean, yeah. Because I- I don't have benefit.

Speaker speaker_0: Okay. So, it does, um, it does have to be within 30 days of that quality life event. Um, they are gonna request-

Speaker speaker_1: Of the, like, November? From the November date or the date... What? I'm confused right now.

Speaker speaker_0: From- from the date that you lost benefit.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: It's way past that date.

Speaker speaker_0: Okay. 'Cause if you did, I would have to send you documents and the main office is the one who reviews it to see if that is within the eligibility. Um, but like I said, they do make sure that it's within that timeframe of the 30 days.

Speaker speaker_1: Okay. Well, I don't know how that- how that'll- how that'll work. I mean, we could try and I could see if I could fill it out and they'll approve it, but that's the only thing that I can see, but... Or if-

Speaker speaker_0: Okay.

Speaker speaker_1: ... you could, if you- will you do that?

Speaker speaker_0: Yeah. So I can send you that email. Um... Let me send you that requesting document. And like I said, uh, they're the main ones who review it and then determine if that's something that's considered a quality life event. But let me go ahead and email that to you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then if you could please confirm that you received it.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So, just please note that this information must be provided within 30 days of the life event. Okay?

Speaker speaker_1: All right.

Speaker speaker_0: So, I'm gonna go ahead and send you that. And then if you could just verify...

Speaker speaker_1: Okay. I'm waiting.

Speaker speaker_0: All right. I went ahead and emailed that to you. Do my verifying that you received it.

Speaker speaker_1: Okay. I'm trying to see if I got it now.

Speaker speaker_0: And just in case, um, you aren't eligible, the next period that you are allowed to enroll is within company open enrollment. So, let me see when BGS is held. Give me one second, let me verify.

Speaker speaker_1: I think it's normally in January.

Speaker speaker_0: Mm... Oh, it's actually coming up! It's in August.

Speaker speaker_1: Oh.

Speaker speaker_0: So, just in case-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... you're not eligible, you're always welcome to call within company open enrollment, which last year it was done between August 19 till September 27. So, there is a possibility-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... it may- it may be a day or two after the 19 or before. But usually they do send out company open enrollment text messages. If you don't get informed anything for... from your staffing agency, I honestly would call by July to ask if we have the updated dates for company open enrollment. So, just in case they don't consider that a quality life event, I would, um, call back within company open enrollment, 'cause you can enroll within that time as well, just in case you can't do it now.

Speaker speaker_1: Mm-hmm. Okay.

Speaker speaker_0: Mm-hmm. But did you ever get that email?

Speaker speaker_1: Yeah, I got it. Thank you, Stephanie.

Speaker speaker_0: You're welcome. And then you would just have to send whatever information you have and then they'll notify me if it's not or isn't. If it is, we can go ahead and start your enrollment. And if it isn't, then you're welcome to call back within the month of August, which thankfully it's already May, so.

Speaker speaker_1: All right. That sounds great. Thank you so much for your help.

Speaker speaker_0: You're welcome. I hope you have a great day.

Speaker speaker_1: We will. I wi- I will. I'll be in touch with you and I'll send you over the, uh, information in an email.

Speaker speaker_0: Okay, thank you. Have a nice day.

Speaker speaker_1: All right. Bye-bye.