

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 Car. My name's Stephanie. How can I assist you? Uh, yes, I was calling to see if I can enroll in, uh, dental coverage. Okay. What's the staffing agency that you work for? I work for Surge Staffing. And then what are the last four numbers of your Social? Uh, 9086. And could I please get your first and last name? First name is Juan, and then last name, Mas-Fernandez. Okay. And then you were gonna tell me something. I'm sorry. Y- yeah. So, they were gonna automatically enroll me, and I had to call and tell 'em to opt me out of it. But I wanna get the dental, if possible, just the dental. Okay. Um, so we have to check your, your file for availability. Um, but before I do that, I will need to verify your address as well as your date of birth. All right. Uh, my date of birth is 8/25/'93, and my address is, uh, 1317 County Road 14, Myrtle, Mississippi 38650. Okay. Thank you. Is your phone number still the 616-400-8176? Yes. And then I have your email address as juanmas2293@gmail.com. Is that still up to date? Yes, ma'am, it is. Okay. In the last 30 days, have you experienced benefits 'cause of marriage, divorce, had a baby or adopted? No. No. No. No? So, unfortunately, I'm not able to enroll you, because you're not within your personal open enrollment period, which is the first 30 days of receiving your first check. So that would be, um, one of the times that you're eligible to enroll. And then the second time is whenever the company's in their company open enrollment period, which is another time where members are eligible to enroll into benefits, which for Surge Staffing was in August. So you would have to wait for next August to come around again to enroll when the company is in their company open enrollment period. Um, whenever- Huh. ... you call 'em to opt out, you actually... When you call to opt out, you actually opt out of getting any of the benefits, not only the one that they auto-enroll you into. Right. Well, I'm only gonna be with Surge for, like, one more month, and then I'm gonna get hired on with, with the company. Will I be able to sign up with the actual company? Um, I'm not really sure. Dep- Um, I just know for the staffing agency, 'cause we're only the healthcare administrator for the staffing agency, which would be Surge. If you were to get hired on with a different company, I'm not sure what their healthcare plans are. Um, I just- Right. ... know that for Surge you would have to be within your first 30 days of receiving your very first check, which they consider that as being your personal open enrollment period. And then whenever the company's in their company open enrollment period, it's annually. So for Surge it looks like it's in the month of August. Yeah. Well, I won't be working for Surge next August 'cause it's only a 90-day thing. Yes, sir. So, unfortunately, right now, I wouldn't be able to enroll you. It wouldn't allow me to, due to the fact that- All right. Am- ... those windows are over. All right. Okay. No problem. Thank you. I'm so sorry.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits In a Car. My name's Stephanie. How can I assist you?

Speaker speaker_1: Uh, yes, I was calling to see if I can enroll in, uh, dental coverage.

Speaker speaker_0: Okay. What's the staffing agency that you work for?

Speaker speaker_1: I work for Surge Staffing.

Speaker speaker_0: And then what are the last four numbers of your Social?

Speaker speaker_1: Uh, 9086.

Speaker speaker_0: And could I please get your first and last name?

Speaker speaker_1: First name is Juan, and then last name, Mas-Fernandez.

Speaker speaker_0: Okay. And then you were gonna tell me something. I'm sorry.

Speaker speaker_1: Y- yeah. So, they were gonna automatically enroll me, and I had to call and tell 'em to opt me out of it. But I wanna get the dental, if possible, just the dental.

Speaker speaker_0: Okay. Um, so we have to check your, your file for availability. Um, but before I do that, I will need to verify your address as well as your date of birth.

Speaker speaker_1: All right. Uh, my date of birth is 8/25/'93, and my address is, uh, 1317 County Road 14, Myrtle, Mississippi 38650.

Speaker speaker_0: Okay. Thank you. Is your phone number still the 616-400-8176?

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have your email address as juanmas2293@gmail.com. Is that still up to date?

Speaker speaker_1: Yes, ma'am, it is.

Speaker speaker_0: Okay. In the last 30 days, have you experienced benefits 'cause of marriage, divorce, had a baby or adopted?

Speaker speaker_1: No. No. No.

Speaker speaker_0: No? So, unfortunately, I'm not able to enroll you, because you're not within your personal open enrollment period, which is the first 30 days of receiving your first check. So that would be, um, one of the times that you're eligible to enroll. And then the second time is whenever the company's in their company open enrollment period, which is another time where members are eligible to enroll into benefits, which for Surge Staffing was in August. So you would have to wait for next August to come around again to enroll when the company is in their company open enrollment period. Um, whenever-

Speaker speaker_1: Huh.

Speaker speaker_0: ... you call 'em to opt out, you actually... When you call to opt out, you actually opt out of getting any of the benefits, not only the one that they auto-enroll you into.

Speaker speaker_1: Right. Well, I'm only gonna be with Surge for, like, one more month, and then I'm gonna get hired on with, with the company. Will I be able to sign up with the actual company?

Speaker speaker_0: Um, I'm not really sure. Dep- Um, I just know for the staffing agency, 'cause we're only the healthcare administrator for the staffing agency, which would be Surge. If you were to get hired on with a different company, I'm not sure what their healthcare plans are. Um, I just-

Speaker speaker_1: Right.

Speaker speaker_0: ... know that for Surge you would have to be within your first 30 days of receiving your very first check, which they consider that as being your personal open enrollment period. And then whenever the company's in their company open enrollment period, it's annually. So for Surge it looks like it's in the month of August.

Speaker speaker_1: Yeah. Well, I won't be working for Surge next August 'cause it's only a 90-day thing.

Speaker speaker_0: Yes, sir. So, unfortunately, right now, I wouldn't be able to enroll you. It wouldn't allow me to, due to the fact that-

Speaker speaker_1: All right. Am-

Speaker speaker_0: ... those windows are over.

Speaker speaker_1: All right. Okay. No problem. Thank you.

Speaker speaker_0: I'm so sorry.