

Transcript: Estefania

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Full Transcript

Thank you for calling for the Fit Center Card. My name is Stephanie. How can I assist you? I was needing to see... I was needing to, uh, uh, do whatever I need to do to get, get enrolled in, in, uh, one of the, uh, uh, insurance plans. Okay. Um, which staff and agency do you work with? Surge. Okay. And then what are the last four of your social? 5108. And your first and last name? Lewis, L-E-W-I-S. Johnson. And you said that was 5108, right? Yes. Okay. Okay, for security purposes, could you verify address and date of birth? Excuse me. 5521 County Road 121, Fort Payne, Alabama, 35968. And what else did you need? And your date of birth. 5-15-73. Okay, thank you. It's 256-706-1180, your phone number. Okay. Yeah. Okay. Um, in the last 30 days, have you lost benefit, gotten married, divorced, had a baby or adopted? Um, loo- losing benefits because I changed jobs. Okay. Have you lost it? So you did have coverage and lost benefit elsewhere? Yes. Okay. It would have to be within... it was in 30 days, okay? Um- Yeah. So at the moment, I can't enroll you into the... any plans 'cause you're not eligible. But if you did lose benefit recently within the last 30 days, I can send you an email that's requesting documents saying that you did lose coverage elsewhere within that timeframe. And then the main office reviews it and notifies you if you're eligible or not. Oh, so, so since I'm just, just recently lost the coverage, I'm not eligible yet? No. So technically what I'm saying is I can't enroll you into any of the plans right now because you're outside of your personal open enrollment period, which are the first 30 days of receiving your first check, and the company isn't with... company open enrollment, which for them is done in the month of August. Oh. Um, but since you did state that you... have you lost it already or you're about to? It's, it... I've already lost it. Okay. So so this is- And I just start- I just started with Surge, uh, uh, I done, I s- done my first day, uh, was, I think it was on this past Wednesday. Oh, okay. So you're... you just now started working again with them? Yes. Okay. So in that case, I'm gonna send a eligibility review to the main office so that they can see if you're eligible to enroll, um, so I'll be sending that email out today. And then typically, it takes them like 24 hours for them to reach back out to me and let me know if you're eligible or not. So I'm gonna go ahead and send them that email, and then as soon as I get a response, I'll give you a call and let you know if you can enroll. Um, is that a good number though, the 256-706-1180? Yes. Okay. Um, and then what about your email? I have M-T-L-E-W-1972 at gmail.com. Is that up to date? Yes. Okay. So I'm gonna be sending them that email asking if you're eligible to enroll since you stated that you recently started working with them again. Um, so I'll be contacting you. Yeah. Okay? All right. Thank you. You're welcome. Have a nice day, sir. Thank you. You too.

Conversation Format

Speaker speaker_0: Thank you for calling for the Fit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: I was needing to see... I was needing to, uh, uh, do whatever I need to do to get, get enrolled in, in, uh, one of the, uh, uh, insurance plans.

Speaker speaker_0: Okay. Um, which staff and agency do you work with?

Speaker speaker_1: Surge.

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

Speaker speaker_1: 5108.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Lewis, L-E-W-I-S. Johnson.

Speaker speaker_0: And you said that was 5108, right?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Okay, for security purposes, could you verify address and date of birth?

Speaker speaker_1: Excuse me. 5521 County Road 121, Fort Payne, Alabama, 35968. And what else did you need?

Speaker speaker_0: And your date of birth.

Speaker speaker_1: 5-15-73.

Speaker speaker_0: Okay, thank you. It's 256-706-1180, your phone number.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah. Okay. Um, in the last 30 days, have you lost benefit, gotten married, divorced, had a baby or adopted?

Speaker speaker_1: Um, loo- losing benefits because I changed jobs.

Speaker speaker_0: Okay. Have you lost it? So you did have coverage and lost benefit elsewhere?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. It would have to be within... it was in 30 days, okay? Um-

Speaker speaker_1: Yeah.

Speaker speaker_0: So at the moment, I can't enroll you into the... any plans 'cause you're not eligible. But if you did lose benefit recently within the last 30 days, I can send you an email that's requesting documents saying that you did lose coverage elsewhere within that timeframe. And then the main office reviews it and notifies you if you're eligible or not.

Speaker speaker_1: Oh, so, so since I'm just, just recently lost the coverage, I'm not eligible yet?

Speaker speaker_0: No. So technically what I'm saying is I can't enroll you into any of the plans right now because you're outside of your personal open enrollment period, which are the first 30 days of receiving your first check, and the company isn't with... company open enrollment, which for them is done in the month of August.

Speaker speaker_1: Oh.

Speaker speaker_0: Um, but since you did state that you... have you lost it already or you're about to?

Speaker speaker_1: It's, it... I've already lost it.

Speaker speaker_0: Okay. So so this is-

Speaker speaker_1: And I just start- I just started with Surge, uh, uh, I done, I s- done my first day, uh, was, I think it was on this past Wednesday.

Speaker speaker_0: Oh, okay. So you're... you just now started working again with them?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So in that case, I'm gonna send a eligibility review to the main office so that they can see if you're eligible to enroll, um, so I'll be sending that email out today. And then typically, it takes them like 24 hours for them to reach back out to me and let me know if you're eligible or not. So I'm gonna go ahead and send them that email, and then as soon as I get a response, I'll give you a call and let you know if you can enroll. Um, is that a good number though, the 256-706-1180?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, and then what about your email? I have M-T-L-E-W-1972 at gmail.com. Is that up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So I'm gonna be sending them that email asking if you're eligible to enroll since you stated that you recently started working with them again. Um, so I'll be contacting you.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay?

Speaker speaker_1: All right. Thank you.

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

Speaker speaker_1: Thank you. You too.