

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 may I assist you? Hi, Stephanie. My name is Danielle Boda, and I was just at ManCan. And, um, it says here, I understand that an MEC insurance plan is being offered. I understand to sign up for coverage, I need to call Benefits in a Card directly at your number. Okay. Yeah. So you wanna enroll into healthcare benefits? Yes. Okay. What are the last four of your Social? 7249. And then what was your name again? Danielle Boda, B as in boy, O-D as in David, A. Okay. Thank you. Mm-hmm. And, Danielle- Okay. ... could you verify your address and your date of birth for security purposes, please? Yes. Uh, 433 Water Avenue Northwest, Massillon, Ohio 44647. And my birthdate is January 9th, 1968. You said 1968? 6, yeah, '68. Okay. Not a 5, a 6. Yeah. And then I actually, um... I have a different address on file. Did you recently move? Uh, I moved over, uh... Well, I moved out of there at Bennerwood. Is that, um, apartment 43, 440 23rd Street? Mm-hmm. Is that what you have? Mm-hmm. Yes, ma'am. Well, yeah, I, I moved out of there in, uh, what was it? Uh, 20... Uh, 20... If you want, I can go ahead and update it for you because we do have that record. It's been four years ago. It's been four years ago, so... Okay. Um, do you want me to go ahead and update that for you? Yes, please. I already been to ManCan to update. Okay. Uh, what's that address? 440 23rd Street Northeast, apartment 43, Massillon, Ohio 44646. You said apartment 43? Yes. Thank you. You're welcome. And then what was that ZIP code? 44646. Okay. Thank you. And then is this a good phone number, the 330-324-3177? Yes. Okay. And then I have dboda9@gmail.com. Is that still a up-to-date address... I mean, email address? Yes. Okay. Um, in the last 30 days, have you experienced, like, a loss of benefit, gotten married, divorced, had a baby, or adopted? No. No. How long, um, have you been with ManCan? Um, over four years ago. Okay. So... But I have been. But, but there's a gap in between there, so the four years is a gap. Um, does that make sense? But I've been with them- Mm-hmm. Mm-hmm. ... for, for quite a while. So there's two periods where you're eligible to enroll. The first one is considered your personal open enrollment period, which is the first 30 days of receiving your very first check. And then the second period is when the company is in their company open enrollment period. Um, that's why I asked how long have you been with them, because you're not within your company's open enrollment period anymore. Um, let me verify to see when they're in company open enrollment period. Um, so it looks like their company open enrollment period was in the month of, uh, April up until May 31st of 2024. Um, so for me to enroll you, you would have to be within either your personal open enrollment period, which is the first 30 days of you receiving your very first check, or when the company is in their company open enrollment period, which is annually. So at this time, I wouldn't be able to enroll you into any benefits. Um, you're welcome to call their staff whenever they're in their open enrollment period, but it would be in the month of April. Oh.

Yeah, see, I, I have my, um, W-2s from when I worked for ManCan. Mm-hmm. And, um, I'd have to pull those out and, and find out when that e- exactly was. Um, she didn't state to me, um, when the last date that I worked for them was. Um, I know that the last place that I worked before I worked, uh, at Jan Tech was Shearer Foods. Mm-hmm. Did I get that job through you? No. So it would have to be through, um, the staffing agency, which is ManCan. Mm-hmm. Okay. So you would have to be with ManCan 'cause they're the ones that do the weekly deduction for the plan. Yeah. No, I, uh... Yeah. I understand that, but I'm just...I'm doing my best to figure out daycare. Um, like I said, I have to go back through, um, my pay stubs from ManCan to, um, or a W-2. And have- Because remember, to enroll, you would have to be either within the company's open enrollment period, which is annually around the month of April till May. Oh, so yeah. Or it would have to be within your first 30 days of receiving your first check. Okay. So, um, they have a job opening right now. They're gonna send over my, uh, resume to these people and it's a machinist and, uh, so what do I do? Um, if I go to that job, just call you within the first paycheck and call you back or if I should just- I think- ... perhaps if I get the job? ... Like, I don't understand your question. Like, can you explain that again? Okay. All right. So they told me that there's an opening for a machinist, okay, on second shift. Mm-hmm. And that they're gonna check into that for me. And I'm hoping that, uh, I get it. So I couldn't be able to answer that because we're just the healthcare administrators for Staffing Agency, um, really- Well, no, what I'm saying, what I'm saying is within the first paycheck, if that's what you stressed on, is after the first paycheck, would I call you back at that point or not? Or in the month of April? I would... So it would have to be in your month of April 'cause right now you're- Okay. ... Yeah, I'm only really able to see what, uh, your file tells me, which is telling me- Yeah, that's okay. ... you came out today. So I wouldn't really be- That's all right. I, well, I have SSI, so I have, uh, insurance coverage right now. So that's, I mean, I understand, but I, I would definitely having more insurance would be helpful- Mm-hmm. ... um, at a, at a later date and that's fine. I get it. Um, not a big deal right now. Um, and I could call back, um, and hopefully I stay with that company until April, then I can call you then right? Okay. Yes, ma'am. 'Cause it would be, it would have to be within their company open enrollment period, which like I said- Right. ... it's in the month of April. I don't have any exact dates, but it's usually- Oh. ... around the same months. Um, they do notify their members- How about the first? Um- I believe it'll be the first. Uh, I don't have access to the dates. It might change. It could be towards the middle of April, the end. Um, I don't really have that information. I'd have to find out- Yeah. ... through them. Yes. Yeah. Okay. Correct. All right. Not a problem. Th- That's all right. Well, hey, thank you and take care and have a great rest of your day. Thank you. You too. Thank you for your time. Mm-hmm. You're welcome. Take care.

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 may I assist you?

Speaker speaker_2: Hi, Stephanie. My name is Danielle Boda, and I was just at ManCan. And, um, it says here, I understand that an MEC insurance plan is being offered. I understand to sign up for coverage, I need to call Benefits in a Card directly at your number.

Speaker speaker_1: Okay. Yeah. So you wanna enroll into healthcare benefits?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. What are the last four of your Social?

Speaker speaker_2: 7249.

Speaker speaker_1: And then what was your name again?

Speaker speaker_2: Danielle Boda, B as in boy, O-D as in David, A.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And, Danielle-

Speaker speaker_2: Okay.

Speaker speaker_1: ... could you verify your address and your date of birth for security purposes, please?

Speaker speaker_2: Yes. Uh, 433 Water Avenue Northwest, Massillon, Ohio 44647. And my birthdate is January 9th, 1968.

Speaker speaker_1: You said 1968?

Speaker speaker_2: 6, yeah, '68.

Speaker speaker_1: Okay.

Speaker speaker_2: Not a 5, a 6.

Speaker speaker_1: Yeah. And then I actually, um... I have a different address on file. Did you recently move?

Speaker speaker_2: Uh, I moved over, uh... Well, I moved out of there at Bennerwood. Is that, um, apartment 43, 440 23rd Street?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Is that what you have?

Speaker speaker_1: Mm-hmm. Yes, ma'am.

Speaker speaker_2: Well, yeah, I, I moved out of there in, uh, what was it? Uh, 20... Uh, 20...

Speaker speaker_1: If you want, I can go ahead and update it for you because we do have that record.

Speaker speaker_2: It's been four years ago. It's been four years ago, so...

Speaker speaker_1: Okay. Um, do you want me to go ahead and update that for you?

Speaker speaker_2: Yes, please. I already been to ManCan to update.

Speaker speaker_1: Okay. Uh, what's that address?

Speaker speaker_2: 440 23rd Street Northeast, apartment 43, Massillon, Ohio 44646.

Speaker speaker_1: You said apartment 43?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you.

Speaker speaker_2: You're welcome.

Speaker speaker_1: And then what was that ZIP code?

Speaker speaker_2: 44646.

Speaker speaker_1: Okay. Thank you. And then is this a good phone number, the 330-324-3177?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then I have dboda9@gmail.com. Is that still a up-to-date address... I mean, email address?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, in the last 30 days, have you experienced, like, a loss of benefit, gotten married, divorced, had a baby, or adopted?

Speaker speaker_2: No.

Speaker speaker_1: No. How long, um, have you been with ManCan?

Speaker speaker_2: Um, over four years ago.

Speaker speaker_1: Okay. So...

Speaker speaker_2: But I have been. But, but there's a gap in between there, so the four years is a gap. Um, does that make sense? But I've been with them-

Speaker speaker_1: Mm-hmm. Mm-hmm.

Speaker speaker_2: ... for, for quite a while.

Speaker speaker_1: So there's two periods where you're eligible to enroll. The first one is considered your personal open enrollment period, which is the first 30 days of receiving your very first check. And then the second period is when the company is in their company open enrollment period. Um, that's why I asked how long have you been with them, because you're not within your company's open enrollment period anymore. Um, let me verify to see when

they're in company open enrollment period. Um, so it looks like their company open enrollment period was in the month of, uh, April up until May 31st of 2024. Um, so for me to enroll you, you would have to be within either your personal open enrollment period, which is the first 30 days of you receiving your very first check, or when the company is in their company open enrollment period, which is annually. So at this time, I wouldn't be able to enroll you into any benefits. Um, you're welcome to call their staff whenever they're in their open enrollment period, but it would be in the month of April.

Speaker speaker_2: Oh. Yeah, see, I, I have my, um, W-2s from when I worked for ManCan.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And, um, I'd have to pull those out and, and find out when that e- exactly was. Um, she didn't state to me, um, when the last date that I worked for them was. Um, I know that the last place that I worked before I worked, uh, at Jan Tech was Shearer Foods.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Did I get that job through you?

Speaker speaker_1: No. So it would have to be through, um, the staffing agency, which is ManCan.

Speaker speaker_2: Mm-hmm. Okay.

Speaker speaker_1: So you would have to be with ManCan 'cause they're the ones that do the weekly deduction for the plan.

Speaker speaker_2: Yeah. No, I, uh... Yeah. I understand that, but I'm just...I'm doing my best to figure out daycare. Um, like I said, I have to go back through, um, my pay stubs from ManCan to, um, or a W-2. And have-

Speaker speaker_1: Because remember, to enroll, you would have to be either within the company's open enrollment period, which is annually around the month of April till May.

Speaker speaker_2: Oh, so yeah.

Speaker speaker_1: Or it would have to be within your first 30 days of receiving your first check.

Speaker speaker_2: Okay. So, um, they have a job opening right now. They're gonna send over my, uh, resume to these people and it's a machinist and, uh, so what do I do? Um, if I go to that job, just call you within the first paycheck and call you back or if I should just-

Speaker speaker_1: I think-

Speaker speaker_2: ... perhaps if I get the job?

Speaker speaker_1: ... Like, I don't understand your question. Like, can you explain that again?

Speaker speaker_2: Okay. All right. So they told me that there's an opening for a machinist, okay, on second shift.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And that they're gonna check into that for me. And I'm hoping that, uh, I get it.

Speaker speaker_1: So I couldn't be able to answer that because we're just the healthcare administrators for Staffing Agency, um, really-

Speaker speaker_2: Well, no, what I'm saying, what I'm saying is within the first paycheck, if that's what you stressed on, is after the first paycheck, would I call you back at that point or not? Or in the month of April?

Speaker speaker_1: I would... So it would have to be in your month of April 'cause right now you're-

Speaker speaker_2: Okay.

Speaker speaker_1: ... Yeah, I'm only really able to see what, uh, your file tells me, which is telling me-

Speaker speaker_2: Yeah, that's okay.

Speaker speaker_1: ... you came out today. So I wouldn't really be-

Speaker speaker_2: That's all right. I, well, I have SSI, so I have, uh, insurance coverage right now. So that's, I mean, I understand, but I, I would definitely having more insurance would be helpful-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... um, at a, at a later date and that's fine. I get it. Um, not a big deal right now. Um, and I could call back, um, and hopefully I stay with that company until April, then I can call you then right?

Speaker speaker_1: Okay. Yes, ma'am. 'Cause it would be, it would have to be within their company open enrollment period, which like I said-

Speaker speaker_2: Right.

Speaker speaker_1: ... it's in the month of April. I don't have any exact dates, but it's usually-

Speaker speaker_2: Oh.

Speaker speaker_1: ... around the same months. Um, they do notify their members-

Speaker speaker_2: How about the first?

Speaker speaker_1: Um-

Speaker speaker_2: I believe it'll be the first.

Speaker speaker_1: Uh, I don't have access to the dates. It might change. It could be towards the middle of April, the end. Um, I don't really have that information.

Speaker speaker_2: I'd have to find out-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... through them.

Speaker speaker_1: Yes.

Speaker speaker_2: Yeah. Okay. Correct. All right. Not a problem. Th- That's all right. Well, hey, thank you and take care and have a great rest of your day.

Speaker speaker_1: Thank you. You too. Thank you for your time.

Speaker speaker_2: Mm-hmm. You're welcome. Take care.