

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits Center 24. My name is Stephanie. How can I assist you? Hello. How are you doing today? Hey. Good, thank you. How about you? Good, thanks for asking. Hey, I was just... I called the, I called Partners Personal. I wanted to know if my, um, health insurance is active and they gave me this number. Okay, yeah, I can check. Um, what's your last four of your Social? 4375. Okay. For security purposes, could you verify your address and date of birth? 26088 Wanderlust Drive, Hemet, California 96544. And date of birth is 9/21/50-uh, 9/21/78. Thank you. And then, I have 323-481-6129. Is that correct? I'm sorry. You, you broke up. What was that? Um, is your phone number still the 323-481-6129? Correct. Okay. So, you actually were never enrolled into any of the plans, so you don't have any coverage. Um, they don't auto-enroll their members into any of the healthcare benefits, so if you don't call to enroll, you don't have, like, healthcare insurance through them. Cool. And how do I go about starting that? So, only in two periods you're eligible to enroll. Um, how long have you been with them? It's been a while. It's a little bit over a year. Okay. So the first period, they consider it your personal open enrollment, which technically means the first 30 days of receiving your first check. So that's the first period that you should enroll. If you missed that period, which you have, the second period would be within company open enrollment. Um, for Partners Personal, their company open enrollment is in the month of October. Um, so within company open enrollment you can also call to enroll into the healthcare benefits. Last year, I'm looking, and it looks like their company open enrollment was held between October 14 up until October 25th, and then if you did call around that period, it would become effective January 6th of this year. Um, typically it's done within the same month. The dates might change though, um, but usually the staffing agency does let their employees know when and when it's company open enrollment pe- time. Um, I was gonna also ask you, within the last 30 days, have you, like, lost benefit, gotten married, divorced, had a baby or adopted? No. Um. But I was gonna ask you, I was gonna ask you if you could repeat everything you just said 'cause I just got a pen and pencil. Yeah. So I was telling you that only has two periods- I'm kidding, I'm kidding, I'm kidding, I'm kidding, I'm kidding. It's all good. Thank you for answering my question. Oh, okay. Thank you, thank you. Yeah, you're welcome. So just in case you do want to enroll, just remember that their company open enrollment is held in October, okay? Yep, October 6- And then you're welcome to call to enroll. ... 6, 30 days after, um, hiring. So just making sure. Yeah, 30 days after your first check or- Yeah. ... within the month of October. Cool. Okay. Thank you so much, have a good evening. Thank you, you too. Okay. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center 24. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hello. How are you doing today?

Speaker speaker_0: Hey. Good, thank you. How about you?

Speaker speaker_1: Good, thanks for asking. Hey, I was just... I called the, I called Partners Personal. I wanted to know if my, um, health insurance is active and they gave me this number.

Speaker speaker_0: Okay, yeah, I can check. Um, what's your last four of your Social?

Speaker speaker_1: 4375.

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

Speaker speaker_1: 26088 Wanderlust Drive, Hemet, California 96544. And date of birth is 9/21/50- uh, 9/21/78.

Speaker speaker_0: Thank you. And then, I have 323-481-6129. Is that correct?

Speaker speaker_1: I'm sorry. You, you broke up. What was that?

Speaker speaker_0: Um, is your phone number still the 323-481-6129?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So, you actually were never enrolled into any of the plans, so you don't have any coverage. Um, they don't auto-enroll their members into any of the healthcare benefits, so if you don't call to enroll, you don't have, like, healthcare insurance through them.

Speaker speaker_1: Cool. And how do I go about starting that?

Speaker speaker_0: So, only in two periods you're eligible to enroll. Um, how long have you been with them?

Speaker speaker_1: It's been a while. It's a little bit over a year.

Speaker speaker_0: Okay. So the first period, they consider it your personal open enrollment, which technically means the first 30 days of receiving your first check. So that's the first period that you should enroll. If you missed that period, which you have, the second period would be within company open enrollment. Um, for Partners Personal, their company open enrollment is in the month of October. Um, so within company open enrollment you can also call to enroll into the healthcare benefits. Last year, I'm looking, and it looks like their company open enrollment was held between October 14 up until October 25th, and then if you did call around that period, it would become effective January 6th of this year. Um, typically it's done within the same month. The dates might change though, um, but usually the staffing agency does let their employees know when an- when it's company open enrollment pe- time. Um, I was gonna also ask you, within the last 30 days, have you, like, lost benefit, gotten married, divorced, had a baby or adopted?

Speaker speaker_1: No.

Speaker speaker_0: Um.

Speaker speaker_1: But I was gonna ask you, I was gonna ask you if you could repeat everything you just said 'cause I just got a pen and pencil.

Speaker speaker_0: Yeah. So I was telling you that only has two periods-

Speaker speaker_1: I'm kidding, I'm kidding, I'm kidding, I'm kidding, I'm kidding. It's all good. Thank you for answering my question.

Speaker speaker_0: Oh, okay.

Speaker speaker_1: Thank you, thank you.

Speaker speaker_0: Yeah, you're welcome. So just in case you do want to enroll, just remember that their company open enrollment is held in October, okay?

Speaker speaker_1: Yep, October 6-

Speaker speaker_0: And then you're welcome to call to enroll.

Speaker speaker_1: ... 6, 30 days after, um, hiring. So just making sure.

Speaker speaker_0: Yeah, 30 days after your first check or-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... within the month of October.

Speaker speaker_1: Cool.

Speaker speaker_0: Okay.

Speaker speaker_1: Thank you so much, have a good evening.

Speaker speaker_0: Thank you, you too.

Speaker speaker_1: Okay. Bye-bye.