

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hey, Stephanie. Just a quick question on my insurance coverage. Just making sure I got all the boxes checked for if, uh, something ended up happening at work or whatever 'cause I think I clicked the wrong one where it's... And I chose serious injury and I forgot to click disability and all that. Okay. Yeah, I can check to see what, what you have selected. Um, what staffing agency are you working with? MAU. MAU. And what are the last... Mm-hmm. What are the last four of your social? 6482. And your first and last name? M-A-R-C M-I-C-H-E-L. Okay. For security purposes, can you verify your address and date of birth? 1209 J Kergil Road, Wool Mountain, 32299. Okay. And I have 315-573-5566 as your phone number. This, this is, this is my new number. Um, I don't know if you need to update that. Okay. The 803? Yes. Okay. Yeah. All right. Let me update that. And then what about your email? Is it still the same, magicmark2016@gmail.com? It's, it's Sparks. Okay. I have a new one now. It's, uh, S-S-P-A-R-C-S 414... S-P-A-R-C-S 414@Gmail. Mm-hmm. Okay. Thank you. Thank you. Did you want me to get rid of the one we had on file already or put it as a secondary? Uh, oh, yeah. You can... Hmm, you can get rid of that. Okay. You can put the secondary if it's the email. Okay. All right. Let me... Okay. And I see that you are currently enrolled into dental for employee only, term buy for employee only, critical illness for employee only, group accident for employee only, and then the NEC stand-alone for employee only. Um, what were you trying to actually see if you could add? Well, I don't know. I just want to make sure I'm covered, like, es- if, uh, something happens at work. I have no idea with all the boxes there are. Yeah. You are covered. You have s- um, active coverage at the moment. 'Cause I, I saw one that said disability and I wasn't sure if I was supposed to click that. You know what I mean? Yeah. That's... Um, well, was that something you wanted to add? 'Cause you don't have short-term disability and also was gonna tell you- Oh, yeah, yeah, yeah. ...that, that you're outside your, um, personal open enrollment and company open enrollment. So you would have to wait for 30 days. What does that mean? Um, so they give you 30 days from the time that you receive your first check to be eligible to enroll into the benefits. After those 30 days are up- Oh. ...you would have to enroll within company open enrollment, which for MAU is held in the month of December. Okay. Yeah, yeah. No big deal. I know I'm gonna roll it over anyway, so... It looks like last year- But, you know, I... Mm-hmm. It looks like last year was between- Go ahead. ...December 18 up until January 31st. So it may be a s- around that time. There's a possibility the dates might change, but it's definitely done in the month of December. Okay. Well, I appreciate it. Mm-hmm. And I was gonna ask you if you experienced, like, a quality-of-life event within the past 30 days, like losing benefit, getting married, divorced, having a baby, or adopting. Oh, I don't have- That could make you eligible. Mm-mm. Oh, oh. Yeah. Okay. Yeah, nothing like that, but- No? Okay. So yeah. Yeah. Okay. You would have to

wait till December. Um, typically your staffing agency lets you know, but there has been times that they have told us that, um, I guess they don't get notified. So, if they don't tell you anything, I would honestly call them by this November. Yeah. Just to be on the safe side to make sure that you can enroll. Okay. Once you miss that period, unfortunately, since we're just the healthcare administrators, and if you do pass it, there's nothing we can do in our time if they didn't, like, let you know- Gotcha. ...right. Mm-hmm. All right. Well, thank you. You're welcome. I hope you have a great day. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hey, Stephanie. Just a quick question on my insurance coverage. Just making sure I got all the boxes checked for if, uh, something ended up happening at work or whatever 'cause I think I clicked the wrong one where it's... And I chose serious injury and I forgot to click disability and all that.

Speaker speaker_0: Okay. Yeah, I can check to see what, what you have selected. Um, what staffing agency are you working with?

Speaker speaker_1: MAU. MAU.

Speaker speaker_0: And what are the last... Mm-hmm. What are the last four of your social?

Speaker speaker_1: 6482.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: M-A-R-C M-I-C-H-E-L.

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

Speaker speaker_1: 1209 J Kergil Road, Wool Mountain, 32299.

Speaker speaker_0: Okay. And I have 315-573-5566 as your phone number.

Speaker speaker_1: This, this is, this is my new number. Um, I don't know if you need to update that.

Speaker speaker_0: Okay. The 803?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Yeah. All right. Let me update that. And then what about your email? Is it still the same, magicmark2016@gmail.com?

Speaker speaker_1: It's, it's Sparks.

Speaker speaker_0: Okay.

Speaker speaker_1: I have a new one now. It's, uh, S- S-P-A-R-C-S 414... S-P-A-R-C-S 414@Gmail.

Speaker speaker_0: Mm-hmm. Okay. Thank you.

Speaker speaker_1: Thank you.

Speaker speaker_0: Did you want me to get rid of the one we had on file already or put it as a secondary?

Speaker speaker_1: Uh, oh, yeah. You can... Hmm, you can get rid of that.

Speaker speaker_0: Okay.

Speaker speaker_1: You can put the secondary if it's the email.

Speaker speaker_0: Okay. All right. Let me... Okay. And I see that you are currently enrolled into dental for employee only, term buy for employee only, critical illness for employee only, group accident for employee only, and then the NEC stand-alone for employee only. Um, what were you trying to actually see if you could add?

Speaker speaker_1: Well, I don't know. I just want to make sure I'm covered, like, es- if, uh, something happens at work. I have no idea with all the boxes there are.

Speaker speaker_0: Yeah. You are covered. You have s- um, active coverage at the moment.

Speaker speaker_1: 'Cause I, I saw one that said disability and I wasn't sure if I was supposed to click that. You know what I mean?

Speaker speaker_0: Yeah. That's... Um, well, was that something you wanted to add? 'Cause you don't have short-term disability and also was gonna tell you-

Speaker speaker_1: Oh, yeah, yeah, yeah.

Speaker speaker_0: ...that, that you're outside your, um, personal open enrollment and company open enrollment. So you would have to wait for 30 days.

Speaker speaker_1: What does that mean?

Speaker speaker_0: Um, so they give you 30 days from the time that you receive your first check to be eligible to enroll into the benefits. After those 30 days are up-

Speaker speaker_1: Oh.

Speaker speaker_0: ...you would have to enroll within company open enrollment, which for MAU is held in the month of December.

Speaker speaker_1: Okay. Yeah, yeah. No big deal. I know I'm gonna roll it over anyway, so...

Speaker speaker_0: It looks like last year-

Speaker speaker_1: But, you know, I...

Speaker speaker_0: Mm-hmm. It looks like last year was between-

Speaker speaker_1: Go ahead.

Speaker speaker_0: ...December 18 up until January 31st. So it may be a s- around that time. There's a possibility the dates might change, but it's definitely done in the month of December.

Speaker speaker_1: Okay. Well, I appreciate it.

Speaker speaker_0: Mm-hmm. And I was gonna ask you if you experienced, like, a quality-of-life event within the past 30 days, like losing benefit, getting married, divorced, having a baby, or adopting.

Speaker speaker_1: Oh, I don't have-

Speaker speaker_0: That could make you eligible.

Speaker speaker_1: Mm-mm. Oh, oh. Yeah. Okay. Yeah, nothing like that, but-

Speaker speaker_0: No? Okay. So yeah.

Speaker speaker_1: Yeah. Okay.

Speaker speaker_0: You would have to wait till December. Um, typically your staffing agency lets you know, but there has been times that they have told us that, um, I guess they don't get notified. So, if they don't tell you anything, I would honestly call them by this November. Yeah. Just to be on the safe side to make sure that you can enroll.

Speaker speaker_1: Okay.

Speaker speaker_0: Once you miss that period, unfortunately, since we're just the healthcare administrators, and if you do pass it, there's nothing we can do in our time if they didn't, like, let you know-

Speaker speaker_1: Gotcha.

Speaker speaker_0: ...right. Mm-hmm.

Speaker speaker_1: All right. Well, thank you.

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

Speaker speaker_1: You too. Bye-bye.