

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? Yes, ma'am. Um, my name is Miranda Poe. Um, I was in touch with Crown Staffing, uh, about getting some insurance through work. Mm-hmm. And she told me to call this number. Okay. Yeah. I can see if you're eligible. Um, what are the last four of your SSN? It's 3218. And then you said you're with Crown, right? Yes, ma'am. Okay. Is it P-O-E? Yes, ma'am. Okay. For security purposes, could you verify your address and date of birth? Yes. It's, um... Well, there's my address. 280A Middleton Drive in Hopkinsville. And then the state? Kentucky. And that date of birth, please. 12/22/01. And then you said your address had the A after the state? Yes. Uh, if it's not in there and it's just a 280, uh, I just moved here and changed my address within, like two weeks ago. Okay. So it's 28, right? Middleton Drive? It should be 280. Oh, 280. Two-eight-zero. Yeah. Okay. Thank you. Mm-hmm. All right, and then I have 270-660-8627. Yes, ma'am. And then I have your first name, period, last name 13 at gmail.com. Um, I was gonna ask you, how long have you been working with them? I have been at Western State, uh, through Crown, and it will be two years in August. Okay. Um, in the last p- previous 30 days, have you experienced like a loss of benefit, gotten married, divorced, had a baby, or adopted? No. I, we got married last year in March. Um. Oh, okay. And I am due, uh, at the end of June this year- Okay. ... with my second child. So. So, at the moment, I wouldn't be able to enroll you into the benefits because I was gonna tell you only in two periods you're eligible. The first period are within the first 30 days of receiving your very first check. That's considered your personal open enrollment period. But the second period, once you miss your personal open enrollment, if you do, which you did, would, you would have to enroll with the company which, for Crown Services, it's held in December. Um, it looks like last year- Yeah, that's what I'm looking for. ... from December, it was last year was from December 2nd up until January 3rd, and if you enrolled between those periods, the plans would be effective on January the 9th. Um, and since you haven't experienced a quality life event, I wouldn't be able to send you any type of documents for you to submit to us to see if you're eligible. So unfortunately, you would have to wait for the next company open enrollment. I'm not really sure how they communicate it with their employees. Um, I know sometimes they send texts and calls but if they don't, I would definitely ask when December's coming around 'cause sometimes the days do change, but it's definitely held in the month of Dec- December. Yeah. Dec- 'cause last year was between December 2nd till January the 3rd. Okay. Yeah, no. I was, uh, they never, I never knew anything about that. Um, it's just my situation is I'm gonna be off- Mm-hmm. ... when I have my second child. Yeah. And, um, they can give me my FMLA but that's with no pay, and I have my new home and my child and now a newborn to take care of, and I can't take, you know, the time off to be with the newborn- Mm-hmm. ... with just FMLA. So, I've been trying to figure out, like what are my options and what can I do? Oh, man. Oh.

Yeah. And like I said, unfortunately, they're very strict regarding the, um, eligibility. I was gonna call. Okay. Mom, stop it. Oh, I'm so sorry. No, no. I hope you find something ... It's okay. ... that ... Yeah. ... that you guys called. It's okay. I'll figure it out, and thank you. You're welcome. But like I said, if you do want to enroll in the future, in the month of December, that's when they held their, um, company open enrollment. But I would start asking by November. She's not. I'm not sure. Okay. She's playing with the baby. ... Baby. Okay. Well, thank you. You're welcome. Have a nice day. You too.

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: Yes, ma'am. Um, my name is Miranda Poe. Um, I was in touch with Crown Staffing, uh, about getting some insurance through work.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And she told me to call this number.

Speaker speaker_0: Okay. Yeah. I can see if you're eligible. Um, what are the last four of your SSN?

Speaker speaker_1: It's 3218.

Speaker speaker_0: And then you said you're with Crown, right?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Is it P-O-E?

Speaker speaker_1: Yes, ma'am.

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

Speaker speaker_1: Yes. It's, um... Well, there's my address. 280A Middleton Drive in Hopkinsville.

Speaker speaker_0: And then the state?

Speaker speaker_1: Kentucky.

Speaker speaker_0: And that date of birth, please.

Speaker speaker_1: 12/22/01.

Speaker speaker_0: And then you said your address had the A after the state?

Speaker speaker_1: Yes. Uh, if it's not in there and it's just a 280, uh, I just moved here and changed my address within, like two weeks ago.

Speaker speaker_0: Okay. So it's 28, right? Middleton Drive?

Speaker speaker_1: It should be 280.

Speaker speaker_0: Oh, 280.

Speaker speaker_1: Two-eight-zero. Yeah.

Speaker speaker_0: Okay. Thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right, and then I have 270-660-8627.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then I have your first name, period, last name 13 at gmail.com. Um, I was gonna ask you, how long have you been working with them?

Speaker speaker_1: I have been at Western State, uh, through Crown, and it will be two years in August.

Speaker speaker_0: Okay. Um, in the last p- previous 30 days, have you experienced like a loss of benefit, gotten married, divorced, had a baby, or adopted?

Speaker speaker_1: No. I, we got married last year in March. Um.

Speaker speaker_0: Oh, okay.

Speaker speaker_1: And I am due, uh, at the end of June this year-

Speaker speaker_0: Okay.

Speaker speaker_1: ... with my second child. So.

Speaker speaker_0: So, at the moment, I wouldn't be able to enroll you into the benefits because I was gonna tell you only in two periods you're eligible. The first period are within the first 30 days of receiving your very first check. That's considered your personal open enrollment period. But the second period, once you miss your personal open enrollment, if you do, which you did, would, you would have to enroll with the company which, for Crown Services, it's held in December. Um, it looks like last year-

Speaker speaker_1: Yeah, that's what I'm looking for.

Speaker speaker_0: ... from December, it was last year was from December 2nd up until January 3rd, and if you enrolled between those periods, the plans would be effective on January the 9th. Um, and since you haven't experienced a quality life event, I wouldn't be able to send you any type of documents for you to submit to us to see if you're eligible. So unfortunately, you would have to wait for the next company open enrollment. I'm not really sure how they communicate it with their employees. Um, I know sometimes they send texts and calls but if they don't, I would definitely ask when December's coming around 'cause sometimes the days do change, but it's definitely held in the month of Dec- December. Yeah. Dec- 'cause last year was between December 2nd till January the 3rd.

Speaker speaker_1: Okay. Yeah, no. I was, uh, they never, I never knew anything about that. Um, it's just my situation is I'm gonna be off-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... when I have my second child.

Speaker speaker_0: Yeah.

Speaker speaker_1: And, um, they can give me my FMLA but that's with no pay, and I have my new home and my child and now a newborn to take care of, and I can't take, you know, the time off to be with the newborn-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... with just FMLA. So, I've been trying to figure out, like what are my options and what can I do?

Speaker speaker_0: Oh, man. Oh. Yeah. And like I said, unfortunately, they're very strict regarding the, um, eligibility.

Speaker speaker_2: I was gonna call.

Speaker speaker_1: Okay.

Speaker speaker_2: Mom, stop it.

Speaker speaker_0: Oh, I'm so sorry.

Speaker speaker_1: No, no.

Speaker speaker_0: I hope you find something ...

Speaker speaker_1: It's okay.

Speaker speaker_0: ... that ...

Speaker speaker_1: Yeah.

Speaker speaker_2: ... that you guys called.

Speaker speaker_1: It's okay. I'll figure it out, and thank you.

Speaker speaker_0: You're welcome. But like I said, if you do want to enroll in the future, in the month of December, that's when they held their, um, company open enrollment. But I would start asking by November.

Speaker speaker_2: She's not.

Speaker speaker_0: I'm not sure.

Speaker speaker_1: Okay.

Speaker speaker_2: She's playing with the baby. ...

Speaker speaker_3: Baby.

Speaker speaker_1: Okay. Well, thank you.

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

Speaker speaker_1: You too.