

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is- Hello. ... Francesca with Benefits in a Cart. I'm looking to speak with Ms. Hall on behalf of Hospitality Staffing Solutions. You're calling from where? My name is Francesca. Ma'am, I'm calling on behalf of Hospitality Staffing Solutions with Benefits in a Cart. Okay. Yeah, this is KeAnna. We were calling in regards to the enrollment form for the health insurance that you filled out December 30, 2024. Uh-huh. You put your date of birth as December 30, 2024, ma'am, on the form. Oh, okay. I put my... I put the wrong date of birth? Yes, ma'am. You put the day that you filled out the form. Could I have your date of birth, please? Yes. It's 04/02/1991. 91. And then the other issue with your form was you had selected coverage for yourself and family. Correct. Yeah. Um, however, you did not put the children's or your spouse's information. I did not, 'cause I don't... I didn't have it present. So I had to, I had to wait till I get home and get it. I don't have any of that information just on me anywhere. Okay. But, um, I'll do that tomorrow. Is there a way that I can still log in and be able to do that? Um, my master's representative will let you do it online. If you have any issues changing it online, you can always give us a call. I'll submit it for now for just employee only. Okay. But you do have plenty of time, uh, 'cause you don't start having a deadline till you receive that first paycheck. After that, it will be 30 days after that first paycheck. Okay. And then I can just go in and update it for my, um, for me and my children? Yes, ma'am. So if you're only gonna put the children, it will be employee-children. If you're gonna put your adult children and their spouses, that will be family. Okay. Yeah, my spouse, he's not... He's actually in another state, and I will have to get his information. Um, I don't have access to his information right now. So can I just update him at a later time and just put me and my kids for now? The only thing is you're only able to add dependents during an open enrollment period. Uh-huh. And if you were to put him on the policy right now, um, even if you don't have his information- Uh-huh. ... you won't be able to update it later on. I won't be able to do what? Add, add, add my... Add the... Add family? Yes. You won't be able to add dependents later on 'cause that's considered a new policy. Right. So I know... I was just... I wasn't trying to... No, I'm gonna add my dependents. Mm-hmm. I'm gonna, I'm gonna add them, um, as soon as tomorrow if you can get near... I mean, will you... Do... Will you add the information on for me, or... So if you go online, we don't have access- Oh. ... to adding it that way. But if you give us a call, we're gonna be open till 8:00 PM Eastern Time. Uh-huh. You can give us a call at any time and we'll be able to add them with you over the phone. Okay. Yeah. I'll have to do that tomorrow when I'm around the information- Mm-hmm. ... 'cause I don't have it with me right now 'cause I'm on my way to work now. Um, and then you said, um, I have 30 days after that, that when you guys will start taking out the money or when it becomes active? Which one? I wasn't listening. It's okay. It will be 30 days after the first paycheck to make any policy

changes to insurance. Okay. That makes sense. Okay, I understand. Um, and then what else do you need from me right now? So as of right now, I'm all set. Um, like I said, we'll submit it for now for employee only, but I am gonna notate that you're gonna call later on the week to add the dependents' information. Uh-huh. But as of right now, I just needed that date of birth. So I'm all set on my side. Whenever you guys- Uh-huh. ... need it, just give us a call with the dependent information to update the policy for you. Okay. I can give you guys a call in the morning. I should have everything in the- Yeah. ... in the morning. What, what time are you guys open in the morning? 8:00 AM Eastern Time. 8:00 AM Eastern Time. So that would be like, what, 6:00 my time? 'Cause I'm in Phoenix, Arizona. Let's see. Yes, ma'am. 'Cause we're about two hours apart. All right. Okay, so 6:00 in the morning? Okay, I can give you a call then. All right, I'll just give you a call in the morning. Understood. Hope you have a wonderful rest of your day, and thank you for taking my call today. Okay. You have a great day. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good afternoon. My name is-

Speaker speaker_2: Hello.

Speaker speaker_1: ... Francesca with Benefits in a Cart. I'm looking to speak with Ms. Hall on behalf of Hospitality Staffing Solutions.

Speaker speaker_2: You're calling from where?

Speaker speaker_1: My name is Francesca. Ma'am, I'm calling on behalf of Hospitality Staffing Solutions with Benefits in a Cart.

Speaker speaker_2: Okay. Yeah, this is KeAnna.

Speaker speaker_1: We were calling in regards to the enrollment form for the health insurance that you filled out December 30, 2024.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: You put your date of birth as December 30, 2024, ma'am, on the form.

Speaker speaker_2: Oh, okay. I put my... I put the wrong date of birth?

Speaker speaker_1: Yes, ma'am. You put the day that you filled out the form. Could I have your date of birth, please?

Speaker speaker_2: Yes. It's 04/02/1991.

Speaker speaker_1: 91. And then the other issue with your form was you had selected coverage for yourself and family.

Speaker speaker_2: Correct. Yeah.

Speaker speaker_1: Um, however, you did not put the children's or your spouse's information.

Speaker speaker_2: I did not, 'cause I don't... I didn't have it present. So I had to, I had to wait till I get home and get it. I don't have any of that information just on me anywhere.

Speaker speaker_1: Okay.

Speaker speaker_2: But, um, I'll do that tomorrow. Is there a way that I can still log in and be able to do that?

Speaker speaker_1: Um, my master's representative will let you do it online. If you have any issues changing it online, you can always give us a call. I'll submit it for now for just employee only.

Speaker speaker_2: Okay.

Speaker speaker_1: But you do have plenty of time, uh, 'cause you don't start having a deadline till you receive that first paycheck. After that, it will be 30 days after that first paycheck.

Speaker speaker_2: Okay. And then I can just go in and update it for my, um, for me and my children?

Speaker speaker_1: Yes, ma'am. So if you're only gonna put the children, it will be employee-children. If you're gonna put your adult children and their spouses, that will be family.

Speaker speaker_2: Okay. Yeah, my spouse, he's not... He's actually in another state, and I will have to get his information. Um, I don't have access to his information right now. So can I just update him at a later time and just put me and my kids for now?

Speaker speaker_1: The only thing is you're only able to add dependents during an open enrollment period.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: And if you were to put him on the policy right now, um, even if you don't have his information-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... you won't be able to update it later on.

Speaker speaker_2: I won't be able to do what? Add, add, add my... Add the... Add family?

Speaker speaker_1: Yes. You won't be able to add dependents later on 'cause that's considered a new policy.

Speaker speaker_2: Right. So I know... I was just... I wasn't trying to... No, I'm gonna add my dependents.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I'm gonna, I'm gonna add them, um, as soon as tomorrow if you can get near... I mean, will you... Do... Will you add the information on for me, or...

Speaker speaker_1: So if you go online, we don't have access-

Speaker speaker_2: Oh.

Speaker speaker_1: ... to adding it that way. But if you give us a call, we're gonna be open till 8:00 PM Eastern Time.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: You can give us a call at any time and we'll be able to add them with you over the phone.

Speaker speaker_2: Okay. Yeah. I'll have to do that tomorrow when I'm around the information-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... 'cause I don't have it with me right now 'cause I'm on my way to work now. Um, and then you said, um, I have 30 days after that, that when you guys will start taking out the money or when it becomes active? Which one? I wasn't listening.

Speaker speaker_1: It's okay. It will be 30 days after the first paycheck to make any policy changes to insurance.

Speaker speaker_2: Okay. That makes sense. Okay, I understand. Um, and then what else do you need from me right now?

Speaker speaker_1: So as of right now, I'm all set. Um, like I said, we'll submit it for now for employee only, but I am gonna notate that you're gonna call later on the week to add the dependents' information.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: But as of right now, I just needed that date of birth. So I'm all set on my side. Whenever you guys-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... need it, just give us a call with the dependent information to update the policy for you.

Speaker speaker_2: Okay. I can give you guys a call in the morning. I should have everything in the-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... in the morning. What, what time are you guys open in the morning?

Speaker speaker_1: 8:00 AM Eastern Time.

Speaker speaker_2: 8:00 AM Eastern Time. So that would be like, what, 6:00 my time?
'Cause I'm in Phoenix, Arizona.

Speaker speaker_1: Let's see. Yes, ma'am. 'Cause we're about two hours apart.

Speaker speaker_2: All right. Okay, so 6:00 in the morning? Okay, I can give you a call then.
All right, I'll just give you a call in the morning.

Speaker speaker_1: Understood. Hope you have a wonderful rest of your day, and thank you
for taking my call today.

Speaker speaker_2: Okay. You have a great day.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.