

Transcript: Francesca

Baez-5024650510385152-5515405687439360

Full Transcript

Thank you for calling Benefits in a Cart. My name is Francesca. How can I assist you today? Uh, yeah, I need to see about getting insurance added. I'm sorry? I need to see about getting insurance. Yeah, let's see if we are a good... What type of company do you work with? Uh, Oxford Global. What are the last four of the social? 2474. The last name? Pratt, P-R-A-T-T. Please verify your mailing address and your date of birth to make sure I have the right account in front of me. Uh, 748 Pratt Road, Blanchester, Ohio, 45107. Uh, birth date's 12/3/81. We have best contact to reach you, same as the one that you called on, 937-515-9040. Yeah. With your email first name. Last Name.1981@gmail.com. Yep. All right, during the last 30 days, did you lose insurance with another carrier? My wife lost her job and we just got notice. Um, for a while we had insurance but she was laid off. We just got the paperwork that said that our benefits ended March 1st. We literally just got the notice in the mail two days... It was April 15th. Okay. And have you started a new assignment with Oxford Global this year? Um, yeah. I mean, I've been working with them for about two months now. Two, three months now. Is this a different assignment than the one you started at the end of last year? No, it's the same one. Okay. So unfortunately, currently, Mr. Pratt, you are not eligible for the enrollment due to the fact that you do not have a qualifying life event or an open enrollment period. Qualifying life event would be loss of insurance, is it not? Which I lost insurance. So you were dependent on the policy with your spouse? Yeah, I was on her medical insurance. She got let... She got laid off of work. We'd lost our insurance, me and her both. I can send you the email for you to submit the documentation for with it being terminated on March 1st, I can't guarantee whether or not the front office is going to approve it since it's past the 30 days. Yeah. I do understand that you did not receive it till after the 30 days. But if you would like to try, you're more than welcome to send that documentation in. Yeah, that's fine. Okay, I sent that to your email from info@benefitsinacart.com. Once you submit the documentation, it will take 34 to 48 hours for the front office to get back with me with a reply. Okay, thank you. Of course, have a great day. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Cart. My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, yeah, I need to see about getting insurance added.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: I need to see about getting insurance.

Speaker speaker_0: Yeah, let's see if we are a good... What type of company do you work with?

Speaker speaker_1: Uh, Oxford Global.

Speaker speaker_0: What are the last four of the social?

Speaker speaker_1: 2474.

Speaker speaker_0: The last name?

Speaker speaker_1: Pratt, P-R-A-T-T.

Speaker speaker_0: Please verify your mailing address and your date of birth to make sure I have the right account in front of me.

Speaker speaker_1: Uh, 748 Pratt Road, Blanchester, Ohio, 45107. Uh, birth date's 12/3/81.

Speaker speaker_0: We have best contact to reach you, same as the one that you called on, 937-515-9040.

Speaker speaker_1: Yeah.

Speaker speaker_0: With your email first name. Last Name.1981@gmail.com.

Speaker speaker_1: Yep.

Speaker speaker_0: All right, during the last 30 days, did you lose insurance with another carrier?

Speaker speaker_1: My wife lost her job and we just got notice. Um, for a while we had insurance but she was laid off. We just got the paperwork that said that our benefits ended March 1st. We literally just got the notice in the mail two days... It was April 15th.

Speaker speaker_0: Okay. And have you started a new assignment with Oxford Global this year?

Speaker speaker_1: Um, yeah. I mean, I've been working with them for about two months now. Two, three months now.

Speaker speaker_0: Is this a different assignment than the one you started at the end of last year?

Speaker speaker_1: No, it's the same one.

Speaker speaker_0: Okay. So unfortunately, currently, Mr. Pratt, you are not eligible for the enrollment due to the fact that you do not have a qualifying life event or an open enrollment period.

Speaker speaker_1: Qualifying life event would be loss of insurance, is it not? Which I lost insurance.

Speaker speaker_0: So you were dependent on the policy with your spouse?

Speaker speaker_1: Yeah, I was on her medical insurance. She got let... She got laid off of work. We'd lost our insurance, me and her both.

Speaker speaker_0: I can send you the email for you to submit the documentation for with it being terminated on March 1st, I can't guarantee whether or not the front office is going to approve it since it's past the 30 days.

Speaker speaker_1: Yeah.

Speaker speaker_0: I do understand that you did not receive it till after the 30 days. But if you would like to try, you're more than welcome to send that documentation in.

Speaker speaker_1: Yeah, that's fine.

Speaker speaker_0: Okay, I sent that to your email from info@benefitsinacart.com. Once you submit the documentation, it will take 34 to 48 hours for the front office to get back with me with a reply.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Of course, have a great day.

Speaker speaker_1: You too. Bye.