

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10 00:00:05,840 -- 00:00:07,040. My name is Francesca. How can I assist you today? Yes, my name is, uh, LaDaniel Harris. I was trying to see about, uh, signing up for the, like this hip care. Trying to see about, uh- What staffing company? Ma'am? What staffing company do you work with? Oh, Partners. Can I have the last four of the social and the last name, please? Uh, 3698. And my, uh, last name, uh, is, uh, LaDaniel Harris. For security purposes, please verify your mailing address and date of birth. Oh, my address is, uh, 164 Pine Ridge Road, Apartment 4, Harriman, Tennessee, 37748. We have a phone number to reach you down as 865-313-4273. Yes. And we have your email down as first and last name number six at gmail.com. Yes. Mr. Harris, within the last 30 days, did you lose coverage with another insurance carrier? Uh, when I changed jobs. Has it been 30 days since that policy ended? Uh, I- I don't know. I've been... I think I've been over here, uh, it- it had, it gotta be. 'Cause I've been at this, uh, where I'm working at now about, uh, about 30 days. Okay. The reason why I ask, sir, is 'cause you're currently not eligible to enroll into Benefits. There isn't any open enrollment that you can enroll into. Partners Personnel Company open enrollment period has already ended last month, as well as the fact that your personal time ended on November 7th. The only way you could have been eligible to enroll into Benefits was with a qualified live event. But if your previous policy has already ended more than 30 days, then you don't qualify for a qualified live event either, unfortunately. Okay. Yes, sir. I do apologize for that inconvenience. Aside from that, was there anything else that I can assist you with today? Uh, no. I hope you have a wonderful rest of your day, and thank you for your time.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 10 00:00:05,840 -- 00:00:07,040. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yes, my name is, uh, LaDaniel Harris. I was trying to see about, uh, signing up for the, like this hip care. Trying to see about, uh-

Speaker speaker_1: What staffing company?

Speaker speaker_2: Ma'am?

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Oh, Partners.

Speaker speaker_1: Can I have the last four of the social and the last name, please?

Speaker speaker_2: Uh, 3698. And my, uh, last name, uh, is, uh, LaDaniel Harris.

Speaker speaker_1: For security purposes, please verify your mailing address and date of birth.

Speaker speaker_2: Oh, my address is, uh, 164 Pine Ridge Road, Apartment 4, Harriman, Tennessee, 37748.

Speaker speaker_1: We have a phone number to reach you down as 865-313-4273.

Speaker speaker_2: Yes.

Speaker speaker_1: And we have your email down as first and last name number six at gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_1: Mr. Harris, within the last 30 days, did you lose coverage with another insurance carrier?

Speaker speaker_2: Uh, when I changed jobs.

Speaker speaker_1: Has it been 30 days since that policy ended?

Speaker speaker_2: Uh, I- I don't know. I've been... I think I've been over here, uh, it- it had, it gotta be. 'Cause I've been at this, uh, where I'm working at now about, uh, about 30 days.

Speaker speaker_1: Okay. The reason why I ask, sir, is 'cause you're currently not eligible to enroll into Benefits. There isn't any open enrollment that you can enroll into. Partners Personnel Company open enrollment period has already ended last month, as well as the fact that your personal time ended on November 7th. The only way you could have been eligible to enroll into Benefits was with a qualified live event. But if your previous policy has already ended more than 30 days, then you don't qualify for a qualified live event either, unfortunately.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, sir. I do apologize for that inconvenience. Aside from that, was there anything else that I can assist you with today?

Speaker speaker_2: Uh, no.

Speaker speaker_1: I hope you have a wonderful rest of your day, and thank you for your time.