

## Transcript: Franchesca

**Baez-5853084398436352-6101075944325120**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. This is... This is... It's fixed indendency policy, not health insurance. Yep, benefits in a card, the administration - Does a fixed indendency policy still count? Is that... I'm sorry, sir, are you talking to me? Oh, I'm sorry. Hello? Um, yeah. Um, I was actually calling, um... Is this American Public Life? No, sir. You called Benefits in a Card, the administrators for the health insurance or the staffing company. Uh, yeah. Uh, I was calling 'cause I have, um, I work for HHC Healthcare and this is the number, um, that I was given to call about, um, s- about enrolling, and, uh, I guess... Oh, it does say Benefits in a Card, I guess, on the other page. What are the last four of the social? Uh, 2835. And the last name, please? Lee. L-E-E. Please verify your mailing address and date of birth. Uh, December 27th, 1993. And the mailing address, I don't know if it's updated, um, but it may be 420 Kent, uh, Apartment 555, Brooklyn, New York. Yes, that is the one we have on file. I have your best contact, 212-470-1215. Uh, that's also not updated. Do you mean that you want to update the phone number? Yeah, and the address as well, actually, um. Okay. What will be the new address? Uh, 199 Schenck, S-C-H-E-N-C-K, Avenue, Apartment 1427. And what is the city and state? Brooklyn, New York. And the zip code? 11207. What will be the new phone number? It's 742-4260. We have your email down as first name middle initial last name 93@gmail.com. Yes. Mr. Lee, did you lose insurance with another carrier within the last 30 days? Lose insurance? Yes, sir. N- No. The reason why I ask, sir, is 'cause your company open enrollment period ended back in December 24th already, and you don't have any personal enrollment period. So at the moment, you're not eligible for enrolling into benefits. Okay, because my management never told me, like, a date about anything. Like, they were not... They, they, they told me I had to fill in a form. I sent them the form and then he got back to me, like, January 2nd saying that I have to call you guys. And at first he just told me I have to fill out the form and send it to the office. So then I'm just seeing that thinking that it was handled 'cause that's what he told me originally. When I go back to check my email, 'cause it was supposed to be around now, I probably was expecting my benefits card. So I'm like, "Okay, where's the card at?" Like, you know, he told me that this is all I had to do, so now I'm contacting you guys. Um, so, so what are my- Yes. ... options in this, in this case? The only thing I can do if you like is ask the front office to see if they can locate that form. But aside from that, you'll have to wait 'til December to enroll into coverage at this moment. Uh, and what do you mean front- Uh, as in if the front office received the form prior? No, sir. Our front office- Uh-huh. ... will have to contact your staffing company to see if they have that form, since we never received it. And we have already processed all of the forms that were sent out for this week. Uh-huh. And yours wasn't in there. Okay. So, um, so there's nothing that can be done besides that? I'm sorry. No, sir. That's the only thing that we can really do at the moment with your situation, see if we can find that form. So if you contact

the staffing company and the staffing company has it, then you can enroll it? It all depends on when that form was filled out. So as of right now, I cannot guarantee any enrollment. I can only provide you the notice of me submitting a request for them to investigate about that form. That's the only thing we can 100% assure you of at this moment. But I cannot confirm an enrollment with that form. We have to see how the form is, when it was filled out, whether or not you were eligible at the moment that the form itself was filled out. Oh, okay. Um, that's fine. Can, can we, can we do that? Sure thing, sir. It should take roughly 24 to 48 hours for the front office to get back at me. Okay. And I'll just give a call back to this number to follow up? I will actually be the one giving you a call back. Okay. Once I hear back from them. Okay. Okay, thank you. All right. Of course. Is there anything else we can assist you with today? No, that's it. Hope you have a wonderful rest of your day. Thank you for your time today. You too.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: This is... This is... It's fixed indendency policy, not health insurance.

Speaker speaker\_0: Yep, benefits in a card, the administration -

Speaker speaker\_1: Does a fixed indendency policy still count? Is that...

Speaker speaker\_0: I'm sorry, sir, are you talking to me?

Speaker speaker\_1: Oh, I'm sorry. Hello? Um, yeah. Um, I was actually calling, um... Is this American Public Life?

Speaker speaker\_0: No, sir. You called Benefits in a Card, the administrators for the health insurance or the staffing company.

Speaker speaker\_1: Uh, yeah. Uh, I was calling 'cause I have, um, I work for HHC Healthcare and this is the number, um, that I was given to call about, um, s- about enrolling, and, uh, I guess... Oh, it does say Benefits in a Card, I guess, on the other page.

Speaker speaker\_0: What are the last four of the social?

Speaker speaker\_1: Uh, 2835.

Speaker speaker\_0: And the last name, please?

Speaker speaker\_1: Lee. L-E-E.

Speaker speaker\_0: Please verify your mailing address and date of birth.

Speaker speaker\_1: Uh, December 27th, 1993. And the mailing address, I don't know if it's updated, um, but it may be 420 Kent, uh, Apartment 555, Brooklyn, New York.

Speaker speaker\_0: Yes, that is the one we have on file. I have your best contact, 212-470-1215.

Speaker speaker\_1: Uh, that's also not updated.

Speaker speaker\_0: Do you mean that you want to update the phone number?

Speaker speaker\_1: Yeah, and the address as well, actually, um.

Speaker speaker\_0: Okay. What will be the new address?

Speaker speaker\_1: Uh, 199 Schenck, S-C-H-E-N-C-K, Avenue, Apartment 1427.

Speaker speaker\_0: And what is the city and state?

Speaker speaker\_1: Brooklyn, New York.

Speaker speaker\_0: And the zip code?

Speaker speaker\_1: 11207.

Speaker speaker\_0: What will be the new phone number?

Speaker speaker\_1: It's 742-4260.

Speaker speaker\_0: We have your email down as first name middle initial last name 93@gmail.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Mr. Lee, did you lose insurance with another carrier within the last 30 days?

Speaker speaker\_1: Lose insurance?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: N- No.

Speaker speaker\_0: The reason why I ask, sir, is 'cause your company open enrollment period ended back in December 24th already, and you don't have any personal enrollment period. So at the moment, you're not eligible for enrolling into benefits.

Speaker speaker\_1: Okay, because my management never told me, like, a date about anything. Like, they were not... They, they, they told me I had to fill in a form. I sent them the form and then he got back to me, like, January 2nd saying that I have to call you guys. And at first he just told me I have to fill out the form and send it to the office. So then I'm just seeing that thinking that it was handled 'cause that's what he told me originally. When I go back to check my email, 'cause it was supposed to be around now, I probably was expecting my benefits card. So I'm like, "Okay, where's the card at?" Like, you know, he told me that this is all I had to do, so now I'm contacting you guys. Um, so, so what are my-

Speaker speaker\_0: Yes.

Speaker speaker\_1: ... options in this, in this case?

Speaker speaker\_0: The only thing I can do if you like is ask the front office to see if they can locate that form. But aside from that, you'll have to wait 'til December to enroll into coverage at this moment.

Speaker speaker\_1: Uh, and what do you mean front- Uh, as in if the front office received the form prior?

Speaker speaker\_0: No, sir. Our front office-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... will have to contact your staffing company to see if they have that form, since we never received it. And we have already processed all of the forms that were sent out for this week.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: And yours wasn't in there.

Speaker speaker\_1: Okay. So, um, so there's nothing that can be done besides that?

Speaker speaker\_0: I'm sorry. No, sir. That's the only thing that we can really do at the moment with your situation, see if we can find that form.

Speaker speaker\_1: So if you contact the staffing company and the staffing company has it, then you can enroll it?

Speaker speaker\_0: It all depends on when that form was filled out. So as of right now, I cannot guarantee any enrollment. I can only provide you the notice of me submitting a request for them to investigate about that form. That's the only thing we can 100% assure you of at this moment. But I cannot confirm an enrollment with that form. We have to see how the form is, when it was filled out, whether or not you were eligible at the moment that the form itself was filled out.

Speaker speaker\_1: Oh, okay. Um, that's fine. Can, can we, can we do that?

Speaker speaker\_0: Sure thing, sir. It should take roughly 24 to 48 hours for the front office to get back at me.

Speaker speaker\_1: Okay. And I'll just give a call back to this number to follow up?

Speaker speaker\_0: I will actually be the one giving you a call back.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Once I hear back from them.

Speaker speaker\_1: Okay. Okay, thank you.

Speaker speaker\_0: All right. Of course. Is there anything else we can assist you with today?

Speaker speaker\_1: No, that's it.

Speaker speaker\_0: Hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker\_1: You too.