

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-0-9, I'm an insurance rep, and can I help you with anything? Hi. Um, this is... Well, I'm calling to, to sign up for the insurance. We're the administrators for the health coverage of the staffing companies. Depending on whether or not we are administrators of benefits, then yes, ma'am. Yeah. The company name was Timber Staffing Group. I believe they changed it to Verstilla, Verstilla. And what are the last four of your Social? Seven, six... Wait, the whole Social or the four last digits? The last four. Uh, 4685. And your last name, please. Martinez. Please verify your mailing address and date of birth. 3012 South 69th Drive, 85043, Phoenix, Arizona. And the date of birth is August 4th, 2003. We have this number to contact you at 480-235-1556. Correct. We have your email down as first and last name 54 at gmail.com. Correct. And were you calling to enroll into it, to get information about coverage? No, enrollment. Have you lost coverage with another carrier within the last 30 days? No. So currently you're not eligible for enrollment ma'am due to the fact that your company open enrollment period has ended as of January 3. I do see here however there is a pending enrollment on the system for the plans of FreeRx Membership and VIP Standard Bungled for employee only. It shows that you processed this enrollment online. I'm not sure if that's going to be processed through due to the fact that you processed them out of the company enrollment period. So more than likely that's the reason why it hasn't been completed to clear through on the system. Mm-hmm. Uh, the HR head told me that, that I could still enroll, like, for an emergency one because I, I am pregnant and, um, and I am having a lot of doctors appointment right now. So I told her if I could sign up to an emergency one, and she said since that was the case, um, most likely there was something. And she said she was gonna-I'm fortunate... Go ahead, I'm sorry. She said she was gonna contact you guys too. It's 'cause we had called last week and, um, I believe you guys didn't work 'cause of the weather or something like that. On Friday, yes, ma'am. Mm-hmm. So unfortunately, pregnancy is not considered a qualified life event until you give birth. Um, as of right now, um, cannot verify whether or not that enrollment is going to be processed through. I can ask the office to take a look into it. I highly doubt it because it was outside of the open enrollment period. So as of right now unfortunately, Ms. Martinez, the only thing that you're eligible to enroll into will be that FreeRx Membership that comes with a virtual urgent care package. But aside from that, none of the other benefits including that VIP Standard Bungled deal that you selected, you're eligible for enrollment since you're outside of an open enrollment period and have no qualified life event at this moment. Okay. And then what is that VIP one? You had selected a VIP Bungled. The emer... No, the, the emergency one you were saying? So there's no emergency plans. CRC doesn't, I mean, Terra Staffing, I apologize, does not offer anything like that. The only thing that you're eligible for enrollment into as of right now is the FreeRx Membership.

What that FreeRx Membership is, is a membership for medications. It does come with a virtual urgent care package. So that's about it. That's the only things that you're eligible to enroll when you don't have a company open enrollment period. Oh, okay, okay, okay, I get you. Okay. Sounds good. Thank you. I appreciate it. No problem. I'll give you a call back once the front office has any more information as to whether or not that enrollment is going to be processed through on the system 'cause it is still pending. I believe that would be the reason why. Okay. Yeah, please let me know. Um, how long does that take though? Do they normally get to it fast? So for them to get back to me and advise me whether or not they are going to let that enrollment process through or if the system is just taking a little bit longer to process will be 24 to 48 hours. Okay, sounds good. Thank you. I appreciate it ma'am. Of course. I look forward to giving you that call back. I hope you have a wonderful rest of your day. You too. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 10-0-9, I'm an insurance rep, and can I help you with anything?

Speaker speaker_2: Hi. Um, this is... Well, I'm calling to, to sign up for the insurance.

Speaker speaker_1: We're the administrators for the health coverage of the staffing companies. Depending on whether or not we are administrators of benefits, then yes, ma'am.

Speaker speaker_2: Yeah. The company name was Timber Staffing Group. I believe they changed it to Verstilla, Verstillla.

Speaker speaker_1: And what are the last four of your Social?

Speaker speaker_2: Seven, six... Wait, the whole Social or the four last digits?

Speaker speaker_1: The last four.

Speaker speaker_2: Uh, 4685.

Speaker speaker_1: And your last name, please.

Speaker speaker_2: Martinez.

Speaker speaker_1: Please verify your mailing address and date of birth.

Speaker speaker_2: 3012 South 69th Drive, 85043, Phoenix, Arizona. And the date of birth is August 4th, 2003.

Speaker speaker_1: We have this number to contact you at 480-235-1556.

Speaker speaker_2: Correct.

Speaker speaker_1: We have your email down as first and last name 54 at gmail.com.

Speaker speaker_2: Correct.

Speaker speaker_1: And were you calling to enroll into it, to get information about coverage?

Speaker speaker_2: No, enrollment.

Speaker speaker_1: Have you lost coverage with another carrier within the last 30 days?

Speaker speaker_2: No.

Speaker speaker_1: So currently you're not eligible for enrollment ma'am due to the fact that your company open enrollment period has ended as of January 3. I do see here however there is a pending enrollment on the system for the plans of FreeRx Membership and VIP Standard Bungled for employee only. It shows that you processed this enrollment online. I'm not sure if that's going to be processed through due to the fact that you processed them out of the company enrollment period. So more than likely that's the reason why it hasn't been completed to clear through on the system.

Speaker speaker_2: Mm-hmm. Uh, the HR head told me that, that I could still enroll, like, for an emergency one because I, I am pregnant and, um, and I am having a lot of doctors appointment right now. So I told her if I could sign up to an emergency one, and she said since that was the case, um, most likely there was something. And she said she was gonna-

Speaker speaker_1: I'm fortunate... Go ahead, I'm sorry.

Speaker speaker_2: She said she was gonna contact you guys too. It's 'cause we had called last week and, um, I believe you guys didn't work 'cause of the weather or something like that.

Speaker speaker_1: On Friday, yes, ma'am.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So unfortunately, pregnancy is not considered a qualified life event until you give birth. Um, as of right now, um, cannot verify whether or not that enrollment is going to be processed through. I can ask the office to take a look into it. I highly doubt it because it was outside of the open enrollment period. So as of right now unfortunately, Ms. Martinez, the only thing that you're eligible to enroll into will be that FreeRx Membership that comes with a virtual urgent care package. But aside from that, none of the other benefits including that VIP Standard Bungled deal that you selected, you're eligible for enrollment since you're outside of an open enrollment period and have no qualified life event at this moment.

Speaker speaker_2: Okay. And then what is that VIP one?

Speaker speaker_1: You had selected a VIP Bungled.

Speaker speaker_2: The emer... No, the, the emergency one you were saying?

Speaker speaker_1: So there's no emergency plans. CRC doesn't, I mean, Terra Staffing, I apologize, does not offer anything like that. The only thing that you're eligible for enrollment into as of right now is the FreeRx Membership. What that FreeRx Membership is, is a membership for medications. It does come with a virtual urgent care package. So that's about

it. That's the only things that you're eligible to enroll when you don't have a company open enrollment period.

Speaker speaker_2: Oh, okay, okay, okay, I get you. Okay. Sounds good. Thank you. I appreciate it.

Speaker speaker_1: No problem. I'll give you a call back once the front office has any more information as to whether or not that enrollment is going to be processed through on the system 'cause it is still pending. I believe that would be the reason why.

Speaker speaker_2: Okay. Yeah, please let me know. Um, how long does that take though? Do they normally get to it fast?

Speaker speaker_1: So for them to get back to me and advise me whether or not they are going to let that enrollment process through or if the system is just taking a little bit longer to process will be 24 to 48 hours.

Speaker speaker_2: Okay, sounds good. Thank you. I appreciate it ma'am.

Speaker speaker_1: Of course. I look forward to giving you that call back. I hope you have a wonderful rest of your day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye.