

## **Transcript: Justin**

**Mills-5150090386784256-5474471516356608**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Yeah, I'm employed by, uh, Tara Staffing Group, and they told me to call this to get my insurance started. Okay, so Tara Staffing. What's the last four of your Social? 7658. And what was your first and last name? Christopher Johnson. All right. And for security purposes, can you verify your home address, including city, state and zip code, Christopher? Yeah. Uh, 3600 South University Center Drive, Apartment 450, Las Vegas, Nevada 89169. And confirm your date of birth? October 7, '79. And a good telephone number has 702-809-1162? Correct. And the email has johnson19791974 at gmail? Correct. Okay, um, yeah, when did you start with Tara Staffing? Back in September. In September? Okay. So I do know that Tara Staffing just ended their open enrollment period back on Friday. Um, so they're not in their company open enrollment period anymore. So it looks like you missed the deadline. Um, so as of right now, if you wanted to be enrolled, you would honestly have to experience a qualified life event or wait until Tara's next open enrollment period. Well, I think I was late. Uh, they, they approved it, but I was late calling you guys. Does that make sense? So they approved it? What do you, what do you mean? I mean, I told 'em I wanted to have insurance with you guys, like dental, and I was supposed to call a while back, but I, uh, I forgot. Okay, um, well unfortunately, we're outside of their company open enrollment period, so I wouldn't be able to enroll you right now. Oh, okay. So when can I get re-enrolled or enrolled, I mean, enrolled? Well, if you honestly wanted to be enrolled right now, you would have to either experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child or involuntary loss of coverage, or wait until Tara's next open enrollment period, which is next December. So you're telling me I can't get dental insurance? Because she told me just call you guys and I can. Okay. Well, maybe she just told you that, but Tara Staffing has a company open enrollment period that lasted from, let's see, it lasted from December 9th to January 3rd. So you have over a month to be enrolled, so, um, that's So I have to wait for a year, you're saying? Correct. Or experience a qualified life event. Yes, sir. Okay. Thank you. Have a good day. You're welcome. You have a... You as well.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits in a Cart. This is Justin. How can I help you today?

Speaker speaker\_2: Yeah, I'm employed by, uh, Tara Staffing Group, and they told me to call this to get my insurance started.

Speaker speaker\_1: Okay, so Tara Staffing. What's the last four of your Social?

Speaker speaker\_2: 7658.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Christopher Johnson.

Speaker speaker\_1: All right. And for security purposes, can you verify your home address, including city, state and zip code, Christopher?

Speaker speaker\_2: Yeah. Uh, 3600 South University Center Drive, Apartment 450, Las Vegas, Nevada 89169.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: October 7, '79.

Speaker speaker\_1: And a good telephone number has 702-809-1162?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And the email has johnson19791974 at gmail?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay, um, yeah, when did you start with Tara Staffing?

Speaker speaker\_2: Back in September.

Speaker speaker\_1: In September? Okay. So I do know that Tara Staffing just ended their open enrollment period back on Friday. Um, so they're not in their company open enrollment period anymore. So it looks like you missed the deadline. Um, so as of right now, if you wanted to be enrolled, you would honestly have to experience a qualified life event or wait until Tara's next open enrollment period.

Speaker speaker\_2: Well, I think I was late. Uh, they, they approved it, but I was late calling you guys. Does that make sense?

Speaker speaker\_1: So they approved it? What do you, what do you mean?

Speaker speaker\_2: I mean, I told 'em I wanted to have insurance with you guys, like dental, and I was supposed to call a while back, but I, uh, I forgot.

Speaker speaker\_1: Okay, um, well unfortunately, we're outside of their company open enrollment period, so I wouldn't be able to enroll you right now.

Speaker speaker\_2: Oh, okay. So when can I get re-enrolled or enrolled, I mean, enrolled?

Speaker speaker\_1: Well, if you honestly wanted to be enrolled right now, you would have to either experience a qualified life event, which may be considered as marriage or divorce, birth

or adoption of a child or involuntary loss of coverage, or wait until Tara's next open enrollment period, which is next December.

Speaker speaker\_2: So you're telling me I can't get dental insurance? Because she told me just call you guys and I can.

Speaker speaker\_1: Okay. Well, maybe she just told you that, but Tara Staffing has a company open enrollment period that lasted from, let's see, it lasted from December 9th to January 3rd. So you have over a month to be enrolled, so, um, that's

Speaker speaker\_2: So I have to wait for a year, you're saying?

Speaker speaker\_1: Correct. Or experience a qualified life event. Yes, sir.

Speaker speaker\_2: Okay. Thank you. Have a good day.

Speaker speaker\_1: You're welcome. You have a... You as well.