

Transcript: Justin

Mills-5494009026363392-6754443079499776

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yeah. Hi. I'm, I'm curious. Um, I'm with Creative Circle and, but I've only done, like one project. And I didn't think I was eligible for this, so I'm just calling to see if I am. Okay. Um, so Creative Circle, what's the last four of your s- social? Uh, 9190. And your first and last name? Ryan, R-Y-A-N. Last name Plantin, P-L-A-N-T-I-N. And for security purposes, could you verify your home address, including city, state and zip code, Ryan? Yeah. 1077 Cordo Street, Simi Valley, California 93065. And your date of birth? That's December 13, 1972. And a good telephone number. Have a 661-373-9879? Yep. That'll work. And do you have a good email? Yeah, ryanplantin@yahoo. Okay. Um, so looking at the file, it looks like you are eligible to be enrolled since Creative Circle is in their company open enrollment period up until February 1st. Okay. Okay. However, did you receive a benefit guide through Creative Circle by any chance or no? I just got a PDF or, like a link or something, but I didn't get uh, a packet or anything in the mail. Okay. Um, so that PDF should be the link to the benefit guide, but I'll go ahead and resend it to you just to be on the safe side. Okay. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. And then also does this count as my California, um, uh, requirement for health insurance or is this... 'Cause I saw Massachusetts didn't honor it and I was just making sure California did because that's where I live. Um, no, I do know that the MEC TeleRx, which is the preventative healthcare service plan is ACA compliant. Um, and I honestly don't know if it is compliant with California or not, but I mean, I can- Okay. ... transfer you over to that insurance carrier if that would help. Oh, please. Yeah, that'd be great. Okay. Well, bear with me one second, okay? Yeah, no problem. Yeah. Okay.

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 Card. This is Justin. How can I help you today?

Speaker speaker_2: Yeah. Hi. I'm, I'm curious. Um, I'm with Creative Circle and, but I've only done, like one project. And I didn't think I was eligible for this, so I'm just calling to see if I am.

Speaker speaker_1: Okay. Um, so Creative Circle, what's the last four of your s- social?

Speaker speaker_2: Uh, 9190.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Ryan, R-Y-A-N. Last name Plantin, P-L-A-N-T-I-N.

Speaker speaker_1: And for security purposes, could you verify your home address, including city, state and zip code, Ryan?

Speaker speaker_2: Yeah. 1077 Cordo Street, Simi Valley, California 93065.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: That's December 13, 1972.

Speaker speaker_1: And a good telephone number. Have a 661-373-9879?

Speaker speaker_2: Yep. That'll work.

Speaker speaker_1: And do you have a good email?

Speaker speaker_2: Yeah, ryanplantin@yahoo.

Speaker speaker_1: Okay. Um, so looking at the file, it looks like you are eligible to be enrolled since Creative Circle is in their company open enrollment period up until February 1st.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: However, did you receive a benefit guide through Creative Circle by any chance or no?

Speaker speaker_2: I just got a PDF or, like a link or something, but I didn't get uh, a packet or anything in the mail.

Speaker speaker_1: Okay. Um, so that PDF should be the link to the benefit guide, but I'll go ahead and resend it to you just to be on the safe side.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_2: Okay. And then also does this count as my California, um, uh, requirement for health insurance or is this... 'Cause I saw Massachusetts didn't honor it and I was just making sure California did because that's where I live.

Speaker speaker_1: Um, no, I do know that the MEC TeleRx, which is the preventative healthcare service plan is ACA compliant. Um, and I honestly don't know if it is compliant with California or not, but I mean, I can-

Speaker speaker_2: Okay.

Speaker speaker_1: ... transfer you over to that insurance carrier if that would help.

Speaker speaker_2: Oh, please. Yeah, that'd be great.

Speaker speaker_1: Okay. Well, bear with me one second, okay?

Speaker speaker_2: Yeah, no problem. Yeah. Okay.