

## **Transcript: Justin**

**Mills-5724246292742144-4756138283417600**

### **Full Transcript**

Thank you for calling Benefits and Accords. This is Justin. How can I help you today? Hey, Justin. How you doing? Uh, my name is Charles Sprinkle. I'm employed with MAU, and, uh, apparently when I, uh, got with them, I, uh, I didn't sign up for insurance. And, um, I'm trying to be seen at a clinic today before I can get back to work, and they won't see me unless I have the insurance. And, uh, Bryce from MAU gave me your number to see if y'all could help me out today. Um, yeah, let me check on that. So, MAU, what's the last four of your Social? Uh, 2461. And for security purposes, could you verify your home address, including city, state and zip code, Charles? It is 113 Ironwood Trail, Apartment A, North Charleston, South Carolina 24918... I mean, 29418. I think that's right. And, and your date of birth? 6/11/69. And a good telephone number have as 336-624-4272? That is correct. And the email have as sprinklecharles800@gmail.com? Yes. Okay. Um, so let's see here. Now, have you started a new assignment with MAU by any chance or no? No. No, I'm over at Bosch. You know what I'm saying? I'm over at Bosch. I, I started there, uh, a week before Christmas. Okay. Let's see. Apparently I didn't sign up for the insurance, and then... And then, uh, I've been out of work. I was out of work a couple days with something going on with my heart, and, uh, to return back to work, I need to, um, get seen by a doctor so they can give me some, you know, clearance so I can get back to work. And apparently I didn't sign up for the insurance, and I... And I need to so I can be seen so I can get back to work. Okay. Um, so let's see. So I just wanna find out. So, I do know that your personal open... I do know your personal open enrollment period is 30 days from your first initial paycheck offered through MAU, um, which was December 27th- Right. ... of 2024. Right. It is now April 1st, um, so we are outside- Yeah. ... of that personal open enrollment period and company open enrollment period. So, if you honestly wanted- Yeah. ... to be enrolled right now, you would have to either experience a qualified life event or wait until MAU's next open enrollment, which is sometime in December. However, a qualified life event would be considered as marriage or divorce, births or adoption of a child or involuntary loss of coverage, and it would have to happen within the past 30 days. Right. So, in other words, I don't have any insurance and I can't get none till December? Correct. Yes, sir. Uh, okay. All right then. I guess there's nothing you can do for me. Totally understand. Well, was there anything else I could help you out with today, Mr. Sprinkle? No, man, that was it. That was everything else. I would have tried that first, but I mean- Totally understand. I appre- Totally understand. Hey, I... Hey, I appreciate you, man. You're welcome. You have a great day, okay? All right. You do the same. Peace. All right. All right. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Accords. This is Justin. How can I help you today?

Speaker speaker\_1: Hey, Justin. How you doing? Uh, my name is Charles Sprinkle. I'm employed with MAU, and, uh, apparently when I, uh, got with them, I, uh, I didn't sign up for insurance. And, um, I'm trying to be seen at a clinic today before I can get back to work, and they won't see me unless I have the insurance. And, uh, Bryce from MAU gave me your number to see if y'all could help me out today.

Speaker speaker\_0: Um, yeah, let me check on that. So, MAU, what's the last four of your Social?

Speaker speaker\_1: Uh, 2461.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code, Charles?

Speaker speaker\_1: It is 113 Ironwood Trail, Apartment A, North Charleston, South Carolina 24918... I mean, 29418. I think that's right.

Speaker speaker\_0: And, and your date of birth?

Speaker speaker\_1: 6/11/69.

Speaker speaker\_0: And a good telephone number have as 336-624-4272?

Speaker speaker\_1: That is correct.

Speaker speaker\_0: And the email have as sprinklecharles800@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, so let's see here. Now, have you started a new assignment with MAU by any chance or no?

Speaker speaker\_1: No. No, I'm over at Bosch. You know what I'm saying? I'm over at Bosch. I, I started there, uh, a week before Christmas.

Speaker speaker\_0: Okay. Let's see.

Speaker speaker\_1: Apparently I didn't sign up for the insurance, and then... And then, uh, I've been out of work. I was out of work a couple days with something going on with my heart, and, uh, to return back to work, I need to, um, get seen by a doctor so they can give me some, you know, clearance so I can get back to work. And apparently I didn't sign up for the insurance, and I... And I need to so I can be seen so I can get back to work.

Speaker speaker\_0: Okay. Um, so let's see.

Speaker speaker\_1: So I just wanna find out.

Speaker speaker\_0: So, I do know that your personal open... I do know your personal open enrollment period is 30 days from your first initial paycheck offered through MAU, um, which was December 27th-

Speaker speaker\_1: Right.

Speaker speaker\_0: ... of 2024.

Speaker speaker\_1: Right.

Speaker speaker\_0: It is now April 1st, um, so we are outside-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... of that personal open enrollment period and company open enrollment period. So, if you honestly wanted-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... to be enrolled right now, you would have to either experience a qualified life event or wait until MAU's next open enrollment, which is sometime in December. However, a qualified life event would be considered as marriage or divorce, births or adoption of a child or involuntary loss of coverage, and it would have to happen within the past 30 days.

Speaker speaker\_1: Right. So, in other words, I don't have any insurance and I can't get none till December?

Speaker speaker\_0: Correct. Yes, sir.

Speaker speaker\_1: Uh, okay. All right then. I guess there's nothing you can do for me.

Speaker speaker\_0: Totally understand. Well, was there anything else I could help you out with today, Mr. Sprinkle?

Speaker speaker\_1: No, man, that was it. That was everything else. I would have tried that first, but I mean-

Speaker speaker\_0: Totally understand.

Speaker speaker\_1: I appre-

Speaker speaker\_0: Totally understand.

Speaker speaker\_1: Hey, I... Hey, I appreciate you, man.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: All right. You do the same. Peace.

Speaker speaker\_0: All right. All right. Bye-bye.