

Transcript: Malcolm

Nash-5546286092435456-6720272721559552

Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Um, yes, my name is, uh, Sherry Lucas and, um, I work for the Morales Temporary Staffing and, um, I was checking to see if there's any way I... Um, do you do the insurance? Yes, ma'am. We get you enrolled or unenrolled from the health insurance. Yes. And do you have dental as well? Yes, ma'am. They do offer you dental. Okay. Um, I would like to get both of those if, if able. What's the last four of your social? Uh, five, five, five, five. You said a Sherry Lucas? Yes. Right. For security purposes, can you verify your address and date of birth for me? Uh, 1422 Vernon Street in Wabash, Indiana. And then, um... My, my number you said? No, date of birth. Oh, date of birth. Sorry. Um, 11/22/1971. Thank you. So I do see there isn't a phone number on file. Would you like to add a phone number? Uh, yes, please. Um, it's 274-9346. Okay. And let's see, we got your email at flufflucas22@gmail.com? Yes. You... Right. So are you a rehire by any chance? Uh, no. All right. So it looks like... Now if you're not a rehire, so unfortunately right now, you'd be outside of your personal open enrollment window which is 30 days from the date you receive your first paycheck. So at this point, you have to wait until a company open enrollment period. You have to have a qualifying life event such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier in order to get enrolled into the coverage. Uh, so I have to wait 30 days or whatever? No, ma'am. So I'm saying you, when you... From the date you got first hired and you received your first paycheck, you have 30 days. So since you're not a rehire and I'm seeing the hire date of 09/06/'24, it looks like you're outside of your personal open enrollment window. And at, at that point, you have to wait until a company open enrollment period or you have to have a qualifying life event. Oh. I don't know. I'm not quite understanding that. I mean, like, uh, I have to wait till I get hired from Subaru? No, ma'am. So, so when you get... When you first started working, wherever you're working at, you get 30 days from that day to get enrolled into health insurance. After those 30 days- Yes. ... you have to wait until a company open enrollment period or you have to have a QLE in order to get enrolled into the coverage. Oh. So how long does that take? Um... To get that done, I don't under- I mean, I still don't... I still don't understand, but... So the company open enrollment period for Morales... I'll have to see. Looks like their renewal was from December 23rd last year until January 31st of this year. So they haven't given us an updated open enrollment date, so I'm assuming that will be the same timeframe again this year. Oh. So I have to wait a whole year? Yes, ma'am. Or you have to have a qualifying life event such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier. Okay. Oh, okay. Then I'll just wait when- uh, whenever. Well, is there anything else I can help you with today, Ms. Sherry? Um, that, that's all. Thank you very much. No problem. You have a great weekend. Okay. Thanks for calling Benefits- You too. All right. Thanks. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: Um, yes, my name is, uh, Sherry Lucas and, um, I work for the Morales Temporary Staffing and, um, I was checking to see if there's any way I... Um, do you do the insurance?

Speaker speaker_0: Yes, ma'am. We get you enrolled or unenrolled from the health insurance.

Speaker speaker_1: Yes. And do you have dental as well?

Speaker speaker_0: Yes, ma'am. They do offer you dental.

Speaker speaker_1: Okay. Um, I would like to get both of those if, if able.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: Uh, five, five, five, five.

Speaker speaker_0: You said a Sherry Lucas?

Speaker speaker_1: Yes.

Speaker speaker_0: Right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Uh, 1422 Vernon Street in Wabash, Indiana. And then, um... My, my number you said?

Speaker speaker_0: No, date of birth.

Speaker speaker_1: Oh, date of birth. Sorry. Um, 11/22/1971.

Speaker speaker_0: Thank you. So I do see there isn't a phone number on file. Would you like to add a phone number?

Speaker speaker_1: Uh, yes, please. Um, it's 274-9346.

Speaker speaker_0: Okay. And let's see, we got your email at flufflucas22@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: You... Right. So are you a rehire by any chance?

Speaker speaker_1: Uh, no.

Speaker speaker_0: All right. So it looks like... Now if you're not a rehire, so unfortunately right now, you'd be outside of your personal open enrollment window which is 30 days from the

date you receive your first paycheck. So at this point, you have to wait until a company open enrollment period. You have to have a qualifying life event such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier in order to get enrolled into the coverage.

Speaker speaker_1: Uh, so I have to wait 30 days or whatever?

Speaker speaker_0: No, ma'am. So I'm saying you, when you... From the date you got first hired and you received your first paycheck, you have 30 days. So since you're not a rehire and I'm seeing the hire date of 09/06/'24, it looks like you're outside of your personal open enrollment window. And at, at that point, you have to wait until a company open enrollment period or you have to have a qualifying life event.

Speaker speaker_1: Oh. I don't know. I'm not quite understanding that. I mean, like, uh, I have to wait till I get hired from Subaru?

Speaker speaker_0: No, ma'am. So, so when you get... When you first started working, wherever you're working at, you get 30 days from that day to get enrolled into health insurance. After those 30 days-

Speaker speaker_1: Yes.

Speaker speaker_0: ... you have to wait until a company open enrollment period or you have to have a QLE in order to get enrolled into the coverage.

Speaker speaker_1: Oh. So how long does that take? Um... To get that done, I don't under- I mean, I still don't... I still don't understand, but...

Speaker speaker_0: So the company open enrollment period for Morales... I'll have to see. Looks like their renewal was from December 23rd last year until January 31st of this year. So they haven't given us an updated open enrollment date, so I'm assuming that will be the same timeframe again this year.

Speaker speaker_1: Oh. So I have to wait a whole year?

Speaker speaker_0: Yes, ma'am. Or you have to have a qualifying life event such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier.

Speaker speaker_1: Okay. Oh, okay. Then I'll just wait when- uh, whenever.

Speaker speaker_0: Well, is there anything else I can help you with today, Ms. Sherry?

Speaker speaker_1: Um, that, that's all. Thank you very much.

Speaker speaker_0: No problem. You have a great weekend.

Speaker speaker_1: Okay.

Speaker speaker_0: Thanks for calling Benefits-

Speaker speaker_1: You too. All right. Thanks. Bye-bye.

Speaker speaker_0: Bye.