

## **Transcript: Malcolm**

**Nash-6203488817168384-6557811740819456**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm McElhaney. Hi. I'm calling, um, regarding enrolling, uh, for some health benefits. What staffing company do you work for? Um, Hospitality Staffing Solutions. What's the last four of your social? 2391. First name? Alba, A-L-B-A. Last name? Rosales, R-O-S-A-L-E-S. For security purposes, can you verify your address and date of birth for me? 8323 Bellsport Brook Court, Charlotte, North Carolina 28216. My birthday is September 28th, 1994. Thank you. So it looks like you're outside of your personal open enrollment window, which is 30 days from the date you received your first paycheck. So at this point, you have to wait until a company open enrollment period or you have to have a qualifying life event, such as marriage and divorce, having or adopting a child, or gaining or losing coverage from another carrier in order to get enrolled in COC coverage. Oh. They told me it was 90 days. No. I'm not sure of what they were, of what they were told, why they told you. But you only get 30 days from the date you received your first paycheck to get enrolled. Oh, wow. That wasn't explained. Um, okay, so what is it that I have to do now? So you have to wait until a company open enrollment period or you have to have a qualifying life event, such as marriage and divorce, having or adopting a child, or gaining or losing coverage from another carrier. Okay. Was there anything else I can help you with this evening? Um, no, that's all. Thank you. Um, thanks for calling Benefits in the Car. I hope you have a great rest of your week. Thank you. You too. Thank you. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Thanks for calling Benefits in the Car. This is Malcolm McElhaney.

Speaker speaker\_2: Hi. I'm calling, um, regarding enrolling, uh, for some health benefits.

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_2: Um, Hospitality Staffing Solutions.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_2: 2391.

Speaker speaker\_1: First name?

Speaker speaker\_2: Alba, A-L-B-A.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Rosales, R-O-S-A-L-E-S.

Speaker speaker\_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: 8323 Bellsport Brook Court, Charlotte, North Carolina 28216. My birthday is September 28th, 1994.

Speaker speaker\_1: Thank you. So it looks like you're outside of your personal open enrollment window, which is 30 days from the date you received your first paycheck. So at this point, you have to wait until a company open enrollment period or you have to have a qualifying life event, such as marriage and divorce, having or adopting a child, or gaining or losing coverage from another carrier in order to get enrolled in COC coverage.

Speaker speaker\_2: Oh. They told me it was 90 days.

Speaker speaker\_1: No. I'm not sure of what they were, of what they were told, why they told you. But you only get 30 days from the date you received your first paycheck to get enrolled.

Speaker speaker\_2: Oh, wow. That wasn't explained. Um, okay, so what is it that I have to do now?

Speaker speaker\_1: So you have to wait until a company open enrollment period or you have to have a qualifying life event, such as marriage and divorce, having or adopting a child, or gaining or losing coverage from another carrier.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Was there anything else I can help you with this evening?

Speaker speaker\_2: Um, no, that's all. Thank you.

Speaker speaker\_1: Um, thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker\_2: Thank you. You too.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Bye.