

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Cart. This is Malcolm. How can I help you? Hi, how are you? Hi. My name is Edwin and I'm calling because, um, I'm working with North Staffing and for some reason they never processed my enrollment, um, for the medical insurance and I've been working for like a month and a half now. And I just realized that I wasn't being charged or like even enrolled, so I wanted to go through like the portal to do it, but then you said because I didn't do it in the first month that it wasn't ena- I wasn't able to enroll now, um, and to call you guys back. Can you help me? What's the last four of your social, sir? Um, 1029. You said 1029? Yes, correct. What's your first name? Edwin. E-D-W-I-N. For security purposes, can you verify, can you send your date of birth for us? Yeah. Um, May 5th, 1992. How much was the total? You need an address? Um, 4550 47th Street, Bradenton, Florida 32... um, 34210. I'll need to use my previous... I moved, so I'll need to use, if you want, my other address. That's the right address, the 4550? Yeah. Your phone number is 929-262-3673. Correct, yes. And the email is edwin@... Can you send that Hotmail right now? Is that the one or not? Yeah. That one, that one's a good email. Yeah. I have two emails. We have, we have the emr... we have the other one as well, at gmail.com. Yeah, yeah. Perfect. Yeah. Both of those emails work. Yeah. Okay. So you said you were trying to get enrolled and they said it was too late? The platform did. So like, when I was trying to do it online, they couldn't. Let's see. See where you just accessed it on 3/26. Yeah, yes sir. Mm-hmm. So did you try to get enrolled prior and they just didn't enroll you? I thought I was enrolled. That was the thing. I thought I did. I did enroll and, like, and, and never was until yesterday. I was like, I haven't heard from the health insurance. Uh, I was like, let me go again. And then I saw that it wasn't enrolled and I tried but then you told me that I couldn't. So you said you, you never priorly got enrolled until you just now- Exactly. ... tried to get enrolled yesterday? Exactly. Okay. Yeah. So yeah. Yeah, so unfortunately, I mean, in that case, then yeah, you're outside of your personal open enrollment window which is 30 days from the date you receive your first paycheck. Uh-huh. So at this point you have to wait until the company open enrollment period 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 in order to get enrolled into the coverage. But I, I did fill out the form that they gave me at the beginning, but they never enroll me. That's, that's the part that I'm not getting. So you're saying you did get enrolled when you got hired, but they never processed it? Exactly. Like, I remember like when I was like in the onboarding, um, documents. I remember signing in and getting enrolled in, but then it never got processed. Okay. So what I'm going to have to do, I'm going to have to email the back office and so they can investigate that, because online it doesn't show that any- Okay. There's no document saying that you tried to get enrolled at any point. Okay. I'll, I'll, I'll also- In the meantime, I would reach out to your staffing company and see what happened with that as well, but I'm

going to send an email to the back office. Okay. I'll do that too right now then as well, just to see because like, I was very... I'm worried because I'm like, I did sign it and I did want my health insurance, but I don't know why it never got processed. And I wasn't... I should have been paying attention, but I wasn't paying attention till now. Um, but yes. Okay. I'll do that soon. All right. Well, was there anything else, Mr. Edwin? Was there anything else? And then, and then you said when I talk to them, should I tell them to, like, open enrollment or like to... can they do a way for me to like, to get enrolled or no? What do you mean? Like the staffing company. Can they do something on the system for me to be able to get enrolled? So I'm not sure because it might have been a... it might have been a mistake on their end. That's why I don't want to... I can't tell you yes or no 'cause then I don't want, 'cause I don't really know what's going on on their end. Um. Yeah. So that would be something you would just have to speak with North Staffing about. Um. Okay. I wouldn't... I don't want to tell you something and it would be fake. Okay. Sounds good. I'll talk to them and then see what, what I can do down here. All right. Well, was there anything else I can help you with today, Mr. Edwin? No, that'll be all. Thank you very much, mister. No problem. So once, when I, once I hear back from the back office, I will give you a call back and give you an update. Thank you. I appreciate that. No problem, Mr. Edwin. If there's nothing else, thanks for calling Benefits in a Cart. I hope you have a great rest of your week. Thank you.

Conversation Format

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

Speaker speaker_1: Hi, how are you? Hi. My name is Edwin and I'm calling because, um, I'm working with North Staffing and for some reason they never processed my enrollment, um, for the medical insurance and I've been working for like a month and a half now. And I just realized that I wasn't being charged or like even enrolled, so I wanted to go through like the portal to do it, but then you said because I didn't do it in the first month that it wasn't ena- I wasn't able to enroll now, um, and to call you guys back. Can you help me?

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

Speaker speaker_1: Um, 1029.

Speaker speaker_0: You said 1029?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: What's your first name?

Speaker speaker_1: Edwin. E-D-W-I-N.

Speaker speaker_0: For security purposes, can you verify, can you send your date of birth for us?

Speaker speaker_1: Yeah. Um, May 5th, 1992.

Speaker speaker_2: How much was the total?

Speaker speaker_0: You need an address?

Speaker speaker_1: Um, 4550 47th Street, Bradenton, Florida 32... um, 34210. I'll need to use my previous... I moved, so I'll need to use, if you want, my other address.

Speaker speaker_0: That's the right address, the 4550?

Speaker speaker_1: Yeah.

Speaker speaker_0: Your phone number is 929-262-3673.

Speaker speaker_1: Correct, yes.

Speaker speaker_0: And the email is edwin@... Can you send that Hotmail right now?

Speaker speaker_1: Is that the one or not? Yeah. That one, that one's a good email. Yeah. I have two emails.

Speaker speaker_0: We have, we have the emr... we have the other one as well, at gmail.com.

Speaker speaker_1: Yeah, yeah. Perfect. Yeah. Both of those emails work. Yeah.

Speaker speaker_0: Okay. So you said you were trying to get enrolled and they said it was too late?

Speaker speaker_1: The platform did. So like, when I was trying to do it online, they couldn't.

Speaker speaker_0: Let's see. See where you just accessed it on 3/26.

Speaker speaker_1: Yeah, yes sir. Mm-hmm.

Speaker speaker_0: So did you try to get enrolled prior and they just didn't enroll you?

Speaker speaker_1: I thought I was enrolled. That was the thing. I thought I did. I did enroll and, like, and, and never was until yesterday. I was like, I haven't heard from the health insurance. Uh, I was like, let me go again. And then I saw that it wasn't enrolled and I tried but then you told me that I couldn't.

Speaker speaker_0: So you said you, you never priorly got enrolled until you just now-

Speaker speaker_1: Exactly.

Speaker speaker_0: ... tried to get enrolled yesterday?

Speaker speaker_1: Exactly. Okay.

Speaker speaker_0: Yeah. So yeah. Yeah, so unfortunately, I mean, in that case, then yeah, you're outside of your personal open enrollment window which is 30 days from the date you receive your first paycheck.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: So at this point you have to wait until the company open enrollment period 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 in order to get enrolled into the coverage.

Speaker speaker_1: But I, I did fill out the form that they gave me at the beginning, but they never enroll me. That's, that's the part that I'm not getting.

Speaker speaker_0: So you're saying you did get enrolled when you got hired, but they never processed it?

Speaker speaker_1: Exactly. Like, I remember like when I was like in the onboarding, um, documents. I remember signing in and getting enrolled in, but then it never got processed.

Speaker speaker_0: Okay. So what I'm going to have to do, I'm going to have to email the back office and so they can investigate that, because online it doesn't show that any-

Speaker speaker_1: Okay.

Speaker speaker_0: There's no document saying that you tried to get enrolled at any point.

Speaker speaker_1: Okay. I'll, I'll, I'll also-

Speaker speaker_0: In the meantime, I would reach out to your staffing company and see what happened with that as well, but I'm going to send an email to the back office.

Speaker speaker_1: Okay. I'll do that too right now then as well, just to see because like, I was very... I'm worried because I'm like, I did sign it and I did want my health insurance, but I don't know why it never got processed. And I wasn't... I should have been paying attention, but I wasn't paying attention till now. Um, but yes. Okay. I'll do that soon.

Speaker speaker_0: All right. Well, was there anything else, Mr. Edwin? Was there anything else?

Speaker speaker_1: And then, and then you said when I talk to them, should I tell them to, like, open enrollment or like to... can they do a way for me to like, to get enrolled or no?

Speaker speaker_0: What do you mean?

Speaker speaker_1: Like the staffing company. Can they do something on the system for me to be able to get enrolled?

Speaker speaker_0: So I'm not sure because it might have been a... it might have been a mistake on their end. That's why I don't want to... I can't tell you yes or no 'cause then I don't want, 'cause I don't really know what's going on on their end. Um.

Speaker speaker_1: Yeah.

Speaker speaker_0: So that would be something you would just have to speak with North Staffing about. Um.

Speaker speaker_1: Okay.

Speaker speaker_0: I wouldn't... I don't want to tell you something and it would be fake.

Speaker speaker_1: Okay. Sounds good. I'll talk to them and then see what, what I can do down here.

Speaker speaker_0: All right. Well, was there anything else I can help you with today, Mr. Edwin?

Speaker speaker_1: No, that'll be all. Thank you very much, mister.

Speaker speaker_0: No problem. So once, when I, once I hear back from the back office, I will give you a call back and give you an update.

Speaker speaker_1: Thank you. I appreciate that.

Speaker speaker_0: No problem, Mr. Edwin. If there's nothing else, thanks for calling Benefits in a Cart. I hope you have a great rest of your week.

Speaker speaker_1: Thank you.