

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Hi, I'm, um, I may have to have my field employee call you. But I just had some questions on how it might work for someone that was on more short-term contracts initially. Uh, so this particular employee had worked for just a little while back in May for a company, um, looks like just a week for the company, and then didn't have an assignment with us again until November of this year. Um, his contract in November only... it lasted just a little over two weeks. I told him that it's possible that he has that, um, link already sent to him because is... it occurs at like the two-week, two weeks on assignment. So I said, "Yeah, you may already have this link." But I just wasn't sure how it works on more short-term assignments. So, um, they... are they want to enroll in the benefits? Yes. Okay. So have the member call, or the employee. We will look up their, um, their file, and we'll, um... if a eligibility review is needed, we will process it that way. Um, everything's going to depend on his hire date, how long he was, um, on the break of the assignment, and that's what's going to determinate if he's eligible to re... to enroll, or if he did enroll at the beginning on his first assignment, we could determinate if his benefits could be reinstated. But we need to, um... Okay. Uh, we need him to give us a call and we'll go through his file and we'll be able to know if he could enroll now or on open enrollment. Okay, that sounds good. I'll have him call you. No problem. We're here from 8:00 AM to 8:00 PM Eastern Time. Okay, that sounds great. Thank you. Thank you. Bye. Give us a call. Have a great rest of the day. Thank you. Bye.

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 Car. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi, I'm, um, I may have to have my field employee call you. But I just had some questions on how it might work for someone that was on more short-term contracts initially. Uh, so this particular employee had worked for just a little while back in May for a company, um, looks like just a week for the company, and then didn't have an assignment with us again until November of this year. Um, his contract in November only... it lasted just a little over two weeks. I told him that it's possible that he has that, um, link already sent to him because is... it occurs at like the two-week, two weeks on assignment. So I said, "Yeah, you may already have this link." But I just wasn't sure how it works on more short-term

assignments.

Speaker speaker_1: So, um, they... are they want to enroll in the benefits?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So have the member call, or the employee. We will look up their, um, their file, and we'll, um... if a eligibility review is needed, we will process it that way. Um, everything's going to depend on his hire date, how long he was, um, on the break of the assignment, and that's what's going to determinate if he's eligible to re... to enroll, or if he did enroll at the beginning on his first assignment, we could determinate if his benefits could be reinstated. But we need to, um...

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, we need him to give us a call and we'll go through his file and we'll be able to know if he could enroll now or on open enrollment.

Speaker speaker_2: Okay, that sounds good. I'll have him call you.

Speaker speaker_1: No problem. We're here from 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_2: Okay, that sounds great. Thank you.

Speaker speaker_1: Thank you.

Speaker speaker_2: Bye.

Speaker speaker_1: Give us a call. Have a great rest of the day.

Speaker speaker_2: Thank you. Bye.