

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits ten car. This is Pamela speaking. How, how may I help you? Hi, Pamela. I'm calling on behalf of one of my employees, um, and she would like to stop her coverage. So I just wanted to see if someone could help me understand if that's at all possible. We would. What's the name of the staffing agency? Her last name, let me... I'm sorry. That would be helpful if I had it right in front of me. Say the name. What? I would like the name of the staffing agency, first. Uh, the agency is, I believe it's under ATC. Okay. I just want to... Um, and is, is she with you? She's not in the room with me, no. We're gonna need to speak to her. Um, give me one second. I just wanna- Okay. ... see if you guys are not under Section 125. Okay. I appreciate it. ATC. Care Builders. It's Care Builders at Home, yes. Uh, uh, uh. So ATC has the medical plans under Section 125, which is the 9/11 regulation. Um, those plans are the only ones that sh- if she's enrolled in any of them, then she won't be able to cancel unless it's a company open enrollment or a qualified live event. All right, I'm- Then there's the option- Go ahead. No, I was just gonna... Is, uh, is open enrollment... I don't know if you see that, in December? Most likely. Let me check on that. Thank you. Let me see. She could give us a call and then we could see, um, in her enrollment, and, and we could let her know, you know, which plan she's able to cancel, or... She did, and I believe they were able to cancel her dental plan. Uh, no. I just didn't know if there was something else I could do for her. That's all. No. No. Okay. Unfortunately, the medical, if they are under Section 125, then those, they, they need to be on open enrollment, uh, for a qualified live event. Oh. Yes, last year you guys did open enrollment, uh, at the beginning of December. Most likely this year will be at around the same time. Okay. All right. All right? Well, I appreciate your help and information. No problem. Thank you for giving us a call. Have a great rest of the day. You too, Pamela. Thank you. Yeah. Bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits ten car. This is Pamela speaking. How, how may I help you?

Speaker speaker_1: Hi, Pamela. I'm calling on behalf of one of my employees, um, and she would like to stop her coverage. So I just wanted to see if someone could help me understand if that's at all possible.

Speaker speaker_0: We would. What's the name of the staffing agency?

Speaker speaker_1: Her last name, let me... I'm sorry. That would be helpful if I had it right in front of me.

Speaker speaker_0: Say the name.

Speaker speaker_1: What?

Speaker speaker_0: I would like the name of the staffing agency, first.

Speaker speaker_1: Uh, the agency is, I believe it's under ATC.

Speaker speaker_0: Okay. I just want to... Um, and is, is she with you?

Speaker speaker_1: She's not in the room with me, no.

Speaker speaker_0: We're gonna need to speak to her. Um, give me one second. I just wanna-

Speaker speaker_1: Okay.

Speaker speaker_0: ... see if you guys are not under Section 125.

Speaker speaker_1: Okay. I appreciate it.

Speaker speaker_0: ATC. Care Builders.

Speaker speaker_1: It's Care Builders at Home, yes.

Speaker speaker_0: Uh, uh, uh. So ATC has the medical plans under Section 125, which is the 9/11 regulation. Um, those plans are the only ones that sh- if she's enrolled in any of them, then she won't be able to cancel unless it's a company open enrollment or a qualified live event.

Speaker speaker_1: All right, I'm-

Speaker speaker_0: Then there's the option- Go ahead.

Speaker speaker_1: No, I was just gonna... Is, uh, is open enrollment... I don't know if you see that, in December?

Speaker speaker_0: Most likely. Let me check on that.

Speaker speaker_1: Thank you.

Speaker speaker_0: Let me see. She could give us a call and then we could see, um, in her enrollment, and, and we could let her know, you know, which plan she's able to cancel, or...

Speaker speaker_1: She did, and I believe they were able to cancel her dental plan.

Speaker speaker_0: Uh, no.

Speaker speaker_1: I just didn't know if there was something else I could do for her. That's all.

Speaker speaker_0: No. No.

Speaker speaker_1: Okay.

Speaker speaker_0: Unfortunately, the medical, if they are under Section 125, then those, they, they need to be on open enrollment, uh, for a qualified live event.

Speaker speaker_1: Oh.

Speaker speaker_0: Yes, last year you guys did open enrollment, uh, at the beginning of December. Most likely this year will be at around the same time.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: All right?

Speaker speaker_1: Well, I appreciate your help and information.

Speaker speaker_0: No problem. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too, Pamela. Thank you.

Speaker speaker_0: Yeah. Bye.

Speaker speaker_1: Bye.