

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hey. How you doing today? Good, sir. And you? I'm good. I was calling because I wanted to enroll into, I want to, I wanted to enroll in dental insurance. All right. And... Oh, give me one second. And who do you work for, sir? Par- uh, Partner Personnel. May I have the last four digits of your Social so I could pull up your file? 7280. 7280? Yes. Your first and last name? Gontavious King. Gontavious King? Mm-hmm. All right. Mr. King, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. 385 Linda Avenue, Athens, Georgia 30601. My date of birth's 7/11/1998. All right. Thank you for the information. We have a telephone number on file. I'm so sorry, sir. It's 621-17- Go ahead, ma'am. Thank you. 1754. When you email us- Yeah. ... your first name, last name, 163821@... com. Yes. Okay. Now, unfortunately, the open enrollment already passed for you to be able to enroll. You either have to wait for company open enrollment or a qualified live event. Let's say if you lost coverage- Ma'am, you said a qu- ... for your dental. You said I lost coverage for what? In, um, a qualified live event would be, let's say, if you were enrolled in, with another carrier and lost the benefits in the last 30 days. Yes, yes, yes, yes, yes, yes. That's what happened. That's exactly what happened. I was enrolled with another carrier and, but, uh, I was with Cigna at first, and they ended it, they ended it January 31st. So, basically, I had to, um... I didn't even know they ended it during January 31st until I called today. And basically, that's what, that's the carrier I was with, Cigna. Okay. But that was back in January. It's been more than 30 days. So y- you- Uh, yeah, I guess. ... you still qualify for, yes, for a qualified live event. It, you need to, um, to enroll, en- like if you gonna enroll, your, it has to be within those 30 days after you lost the benefits. Mm-hmm. Unfortunately, you will have to wait for company open enrollment. And that's next year, right? Um, they do it in October, mid-October. They will send- Oh, um... ... information, um... So, so basically other th- other than that, I just have to get my own insurance? Yes, sir. Okay. Thank you. All right. Thank you for giving us a call. Have a great rest of the day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hey. How you doing today?

Speaker speaker_0: Good, sir. And you?

Speaker speaker_1: I'm good. I was calling because I wanted to enroll into, I want to, I wanted to enroll in dental insurance.

Speaker speaker_0: All right. And... Oh, give me one second. And who do you work for, sir?

Speaker speaker_1: Par- uh, Partner Personnel.

Speaker speaker_0: May I have the last four digits of your Social so I could pull up your file?

Speaker speaker_1: 7280.

Speaker speaker_0: 7280?

Speaker speaker_1: Yes.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Gontavious King.

Speaker speaker_0: Gontavious King?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right. Mr. King, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: 385 Linda Avenue, Athens, Georgia 30601. My date of birth's 7/11/1998.

Speaker speaker_0: All right. Thank you for the information. We have a telephone number on file. I'm so sorry, sir. It's 621-17- Go ahead, ma'am. Thank you. 1754. When you email us-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... your first name, last name, 163821@... com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Now, unfortunately, the open enrollment already passed for you to be able to enroll. You either have to wait for company open enrollment or a qualified live event. Let's say if you lost coverage-

Speaker speaker_1: Ma'am, you said a qu-

Speaker speaker_0: ... for your dental.

Speaker speaker_1: You said I lost coverage for what?

Speaker speaker_0: In, um, a qualified live event would be, let's say, if you were enrolled in, with another carrier and lost the benefits in the last 30 days.

Speaker speaker_1: Yes, yes, yes, yes, yes, yes. Tha- that's what happened. That's exactly what happened. I was enrolled with another carrier and, but, uh, I was with Cigna at first, and they ended it, they ended it January 31st. So, basically, I had to, um... I didn't even know they ended it during January 31st until I called today. And basically, that's what, that's the carrier I

was with, Cigna.

Speaker speaker_0: Okay. But that was back in January. It's been more than 30 days. So y-you-

Speaker speaker_1: Uh, yeah, I guess.

Speaker speaker_0: ... you still qualify for, yes, for a qualified live event. It, you need to, um, to enroll, en- like if you gonna enroll, your, it has to be within those 30 days after you lost the benefits.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Unfortunately, you will have to wait for company open enrollment.

Speaker speaker_1: And that's next year, right?

Speaker speaker_0: Um, they do it in October, mid-October. They will send-

Speaker speaker_1: Oh, um...

Speaker speaker_0: ... information, um...

Speaker speaker_1: So, so basically other th- other than that, I just have to get my own insurance?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day.