

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Debra speaking. How may I help you? Hi. Yes, ma'am. Um, I called a little bit ago but I got in contact with my employer, Partners. They said that, um, I needed to enroll for my basic medical care after, like, the 60 days, so that's what I'm trying to do. Well, these... When you get... I believe I spoke to you earlier. Um- Mm-hmm. When you get the job... Uh, let me, let me pull up your file again, sir. Just bear with me. Let's see. If it's still Christopher Yeah. ... South, all right? So, you open enrollment period already passed. You, hire date is back in January 20- Uh-huh. So from that date that we have on file is only 30 days from your first paycheck. So your open enrollment period's already gone. It's not 60 days like they told you, it's 30 days. Okay. Well, that's where the confusion was then. Yeah. So, um, it will be the next open enrollment will be in, in October. That's when they usually do it. Okay. So there's nothing I can do? Not at the- Okay. ... at the moment. Coverage in the last 30 days with the company, that will be a qualified live event and we need to prove that you lost coverage. Okay. All right. Thank you. Thank you.

Conversation Format

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

Speaker speaker_1: Hi. Yes, ma'am. Um, I called a little bit ago but I got in contact with my employer, Partners. They said that, um, I needed to enroll for my basic medical care after, like, the 60 days, so that's what I'm trying to do.

Speaker speaker_0: Well, these... When you get... I believe I spoke to you earlier. Um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: When you get the job... Uh, let me, let me pull up your file again, sir. Just bear with me. Let's see. If it's still Christopher

Speaker speaker_2: Yeah.

Speaker speaker_0: ... South, all right? So, you open enrollment period already passed. You, hire date is back in January 20-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: So from that date that we have on file is only 30 days from your first paycheck. So your open enrollment period's already gone. It's not 60 days like they told you, it's 30 days.

Speaker speaker_1: Okay. Well, that's where the confusion was then.

Speaker speaker_0: Yeah. So, um, it will be the next open enrollment will be in, in October. That's when they usually do it.

Speaker speaker_1: Okay. So there's nothing I can do?

Speaker speaker_0: Not at the-

Speaker speaker_1: Okay.

Speaker speaker_0: ... at the moment. Coverage in the last 30 days with the company, that will be a qualified live event and we need to prove that you lost coverage.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: Thank you.