

Transcript: Pamela

Blanc-6202960589045760-5002804657078272

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car . Emma speaking, how may I help you today? Um, yes, good afternoon. I was calling, um, I currently work with TRC and I was calling to, um, see if I can enroll in an health insurance plan or is that something that I have to do online? You could do it online but you could as well do it with us over the phone. Um... Mm-hmm. How long you started working for TRC? Um, I started working with TRC in 2022. Have you had a, a break from... I'm sorry? ... status? Have you had a break since you started working for them? No. Okay. So let me check your file and see if we can... Sure. ... you're eligible to enroll now or if you have to wait for the company open enrollment around. Okay, thank you. Sure. May I have the last four digits of your Social? Yes. It's 9494. First and last name? Jerika, J-E-R-I-K-A. Last name Turner, T-U-R... um, T-U-N-E-R, sorry. Turner. Jerika. Okay, Ms. Turner, for security reasons and just to make sure we are in the correct file... ... can you please verify your complete address and date of birth? Yes. My address is 9930 Small Oak Lane, Apartment 206, Raleigh, North Carolina, 27617. My date of birth is 04-08-1995. Thank you for the information. You're welcome. We have the phone number on file which is 919-930-9277 and your email is your first name, last name, 217@yahoo.com? Yes, ma'am. All right. Let's see. Okay, so since you started working for them, you haven't had a break? No. I got hired, I got hired in 2022, I started my first contract in 2023. Yes, okay. So in order for you to enroll, you will have to wait for company open enrollment. If I'm not mistaken, let me see, I think it was in December last year that they did it, I'm not sure. Let me double check. Okay. Just to make sure. Let's see. Right here. Oh, no. Hmm. Actually they did it in September, so the only way you are allowed to enroll at this time, it will have to be a qualified live event. Let's say if you lost benefits in the last 30 days from another carrier. Okay. That will be, um, the only way you could enroll right now. Okay, so I... There's, like, I had Medicaid but then I... Because I made too much, they, I guess, denied me, so... Mm-hmm. That's the only, like, health insurance I've ever had. Okay. And so when did you lose the Medicaid? Um, let me pull up the exact date, one second, since I have the letter. One moment. When it was... in the last 30 days, you think? Uh-huh, yeah, I have the letter. Okay. So what I could do is email you a Qualified Live Event, um, email. Mm-hmm. There you're gonna find the information. Um, so follow the instructions and send it to us. It takes about 72 to 40... I mean, I'm sorry, 48 hours to 72 hours for the Eligibility Department to make a decision. Mm-hmm. Um, as soon as they reply to me, uh, with the decision that, yes, they approve it or if they need more information, I will reach out to you and let you know. And then we could take it from there and enroll you, if you are allowed to enroll. Um, make sure that the date when you lost the benefits is showing in the system. The email... Okay. ... will be... I mean, in the system, on the email. Make, um... the email will be coming from info@benefitsinacar. Check your spam and junk mail, it might go there. Is there a

specific time for me to contact you? Um, you can call me anytime, I'm available, um, so you can just give me a call anytime. With this, if they say they need more information, what would I... Mm-hmm. ... need to, like, turn in? Um, as... Well, everything should be in the email, what you're gonna need. Mm-hmm. But like that's... Most of the times the issue is that they can't see the date when you lost the benefits so make sure that that is showing clearly in the letter. Okay? Oh, okay, you guys will need, like, the actual letter from Medicaid when I, um, lost it, correct? Yes. Okay. Yeah. So if not, then I'll have to wait until December to... Um... No. ... apply? No. I thought they did it in December but they actually did it in, in past November. It's already passed, the company open enrollment. Oh. Yeah. So the Qualified Live Event, it will be your next choice, I mean, option. And what is that? I'm sorry. That's that you lost the benefits in the last 30 days. Oh, okay, okay. Mm-hmm. All right. That's good. So... Okay. So when you receive the email, send it back as soon as possible, um, so that way you, you don't run out of the time. Okay. And as soon as I get an answer from them, I'll give you a call. Um, most likely it might be... Let's say if you send it out today, um, maybe by Wednesday I should be able to, um, give you a call if we, if we receive it on time. Okay. Thank you so much. All right. Anything else I could do for you? Oh, no, that was it. Thank you. All right, thank you for giving us a call today. Have a great rest of the day. You too. Bye-bye. Bye-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 . Emma speaking, how may I help you today?

Speaker speaker_2: Um, yes, good afternoon. I was calling, um, I currently work with TRC and I was calling to, um, see if I can enroll in an health insurance plan or is that something that I have to do online?

Speaker speaker_1: You could do it online but you could as well do it with us over the phone. Um...

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: How long you started working for TRC?

Speaker speaker_2: Um, I started working with TRC in 2022.

Speaker speaker_1: Have you had a, a break from...

Speaker speaker_2: I'm sorry?

Speaker speaker_1: ... status? Have you had a break since you started working for them?

Speaker speaker_2: No.

Speaker speaker_1: Okay. So let me check your file and see if we can...

Speaker speaker_2: Sure.

Speaker speaker_1: ... you're eligible to enroll now or if you have to wait for the company open enrollment around.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Sure. May I have the last four digits of your Social?

Speaker speaker_2: Yes. It's 9494.

Speaker speaker_1: First and last name?

Speaker speaker_2: Jerika, J-E-R-I-K-A. Last name Turner, T-U-R... um, T-U-N-E-R, sorry.

Speaker speaker_1: Turner. Jerika. Okay, Ms. Turner, for security reasons and just to make sure we are in the correct file... ... can you please verify your complete address and date of birth?

Speaker speaker_2: Yes. My address is 9930 Small Oak Lane, Apartment 206, Raleigh, North Carolina, 27617. My date of birth is 04-08-1995.

Speaker speaker_1: Thank you for the information.

Speaker speaker_2: You're welcome.

Speaker speaker_1: We have the phone number on file which is 919-930-9277 and your email is your first name, last name, 217@yahoo.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. Let's see. Okay, so since you started working for them, you haven't had a break?

Speaker speaker_2: No. I got hired, I got hired in 2022, I started my first contract in 2023.

Speaker speaker_1: Yes, okay. So in order for you to enroll, you will have to wait for company open enrollment. If I'm not mistaken, let me see, I think it was in December last year that they did it, I'm not sure. Let me double check.

Speaker speaker_2: Okay.

Speaker speaker_1: Just to make sure. Let's see. Right here. Oh, no. Hmm. Actually they did it in September, so the only way you are allowed to enroll at this time, it will have to be a qualified live event. Let's say if you lost benefits in the last 30 days from another carrier.

Speaker speaker_2: Okay.

Speaker speaker_1: That will be, um, the only way you could enroll right now.

Speaker speaker_2: Okay, so I... There's, like, I had Medicaid but then I... Because I made too much, they, I guess, denied me, so...

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: That's the only, like, health insurance I've ever had.

Speaker speaker_1: Okay. And so when did you lose the Medicaid?

Speaker speaker_2: Um, let me pull up the exact date, one second, since I have the letter. One moment.

Speaker speaker_1: When it was... in the last 30 days, you think?

Speaker speaker_2: Uh-huh, yeah, I have the letter.

Speaker speaker_1: Okay. So what I could do is email you a Qualified Live Event, um, email.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: There you're gonna find the information. Um, so follow the instructions and send it to us. It takes about 72 to 40... I mean, I'm sorry, 48 hours to 72 hours for the Eligibility Department to make a decision.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, as soon as they reply to me, uh, with the decision that, yes, they approve it or if they need more information, I will reach out to you and let you know. And then we could take it from there and enroll you, if you are allowed to enroll. Um, make sure that the date when you lost the benefits is showing in the system. The email...

Speaker speaker_2: Okay.

Speaker speaker_1: ... will be... I mean, in the system, on the email. Make, um... the email will be coming from info@benefitsinacar. Check your spam and junk mail, it might go there. Is there a specific time for me to contact you?

Speaker speaker_2: Um, you can call me anytime, I'm available, um, so you can just give me a call anytime. With this, if they say they need more information, what would I...

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... need to, like, turn in?

Speaker speaker_1: Um, as... Well, everything should be in the email, what you're gonna need.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: But like that's... Most of the times the issue is that they can't see the date when you lost the benefits so make sure that that is showing clearly in the letter. Okay?

Speaker speaker_2: Oh, okay, you guys will need, like, the actual letter from Medicaid when I, um, lost it, correct?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_2: So if not, then I'll have to wait until December to... Um...

Speaker speaker_1: No.

Speaker speaker_2: ... apply?

Speaker speaker_1: No. I thought they did it in December but they actually did it in, in past November. It's already passed, the company open enrollment.

Speaker speaker_2: Oh.

Speaker speaker_1: Yeah. So the Qualified Live Event, it will be your next choice, I mean, option.

Speaker speaker_2: And what is that? I'm sorry.

Speaker speaker_1: That's that you lost the benefits in the last 30 days.

Speaker speaker_2: Oh, okay, okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: All right. That's good.

Speaker speaker_1: So... Okay. So when you receive the email, send it back as soon as possible, um, so that way you, you don't run out of the time.

Speaker speaker_2: Okay.

Speaker speaker_1: And as soon as I get an answer from them, I'll give you a call. Um, most likely it might be... Let's say if you send it out today, um, maybe by Wednesday I should be able to, um, give you a call if we, if we receive it on time.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: All right. Anything else I could do for you?

Speaker speaker_2: Oh, no, that was it. Thank you.

Speaker speaker_1: All right, thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye-bye.