

## **Transcript: VICTORIA**

**Taylor-4605084985671680-6283780066852864**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, yes. My name is Alton Moore and I was wondering if I had any benefits redone? Okay. Uh, what's the name of the agency you work through? Uh, Tariff Staffing. Gotcha. And the last four of your Social? 4621. Okay. And then, if you'll just verify your address and date of birth. Um, date of birth, 10-29-74. And my address is 310 State Avenue, Boulder, Colorado. Zip code is 80305? Yes. Sorry. Okay. You're fine. And phone number is 720-725-1590? Yes. Email's gonna be moore.alton36@yahoo.com? Yes. Okay. Yeah, I don't see that you're enrolled into anything. Oh, my good... Hmm. So I'm not enrolled in anything? No, sir. Is it too late to enroll? Unfortunately, yes, sir. You're outside of your personal open enrollment period. It looks like that ended on the 22nd of September and currently Tariff Staffing is not in a open enrollment period for the company. They typically have that around December, January timeframe. Hmm. So the only way- Any chance or... Yes, sir. Don't give up. I was just gonna let you know the only way we would be able to get you enrolled is if you've recently, within the last 30 days, experienced a qualifying life event. What's that? Um, that can be anything from loss of benefits, must be involuntary, getting married, divorce, death, birth, adoption, being named as a legal guardian, qualifying of government assistance, loss of government assistance and being eligible for new benefits. Oh, what about loss of Medicaid? Yeah, I mean, loss of benefits is one of the life events. Like I said, it must be involuntary and it would have had to happen within the last 30 days. Hmm. Okay. Yes, sir. If you would like- All right, thank you. You're welcome. Um, if you'd like, I can send you an email with the information about the different life events? It'll come with, like, instructions on what you'll need to do if you think you might qualify for one of those. And then once you submit the information it's asking for, it'll be reviewed and, uh, we would follow up with you from there to let you know if it's approved or not. And how long does that usually take? Um, it can take anywhere from 24 to 48 business hours. Oh, okay. All right. Yes, if you could send me that information, that'll be great. Okay. And then, like I said, if for whatever reason you don't qualify for one of those life events, unfortunately you just would have to wait for the company's open enrollment period to start. Um, okay. Yes, sir. So I will go ahead and- And what about, do you guys, uh, take payments? Like if I was to pay it myself? Uh, I mean, uh, so the only way that we take payments is if you're already enrolled into coverage and for, like, whatever reason you didn't work for a week, you do have the option to make a direct payment with us. But we don't, we don't do, like, individual policies. Okay. Yeah. All right, thank you. You're welcome. You have a wonderful day. You too. Thank you. 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 on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Uh, yes. My name is Alton Moore and I was wondering if I had any benefits redone?

Speaker speaker\_1: Okay. Uh, what's the name of the agency you work through?

Speaker speaker\_2: Uh, Tariff Staffing.

Speaker speaker\_1: Gotcha. And the last four of your Social?

Speaker speaker\_2: 4621.

Speaker speaker\_1: Okay. And then, if you'll just verify your address and date of birth.

Speaker speaker\_2: Um, date of birth, 10-29-74. And my address is 310 State Avenue, Boulder, Colorado.

Speaker speaker\_1: Zip code is 80305?

Speaker speaker\_2: Yes. Sorry.

Speaker speaker\_1: Okay. You're fine. And phone number is 720-725-1590?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Email's gonna be moore.alton36@yahoo.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Yeah, I don't see that you're enrolled into anything.

Speaker speaker\_2: Oh, my good... Hmm. So I'm not enrolled in anything?

Speaker speaker\_1: No, sir.

Speaker speaker\_2: Is it too late to enroll?

Speaker speaker\_1: Unfortunately, yes, sir. You're outside of your personal open enrollment period. It looks like that ended on the 22nd of September and currently Tariff Staffing is not in a open enrollment period for the company. They typically have that around December, January timeframe.

Speaker speaker\_2: Hmm.

Speaker speaker\_1: So the only way-

Speaker speaker\_2: Any chance or...

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Don't give up.

Speaker speaker\_1: I was just gonna let you know the only way we would be able to get you enrolled is if you've recently, within the last 30 days, experienced a qualifying life event.

Speaker speaker\_2: What's that?

Speaker speaker\_1: Um, that can be anything from loss of benefits, must be involuntary, getting married, divorce, death, birth, adoption, being named as a legal guardian, qualifying of government assistance, loss of government assistance and being eligible for new benefits.

Speaker speaker\_2: Oh, what about loss of Medicaid?

Speaker speaker\_1: Yeah, I mean, loss of benefits is one of the life events. Like I said, it must be involuntary and it would have had to happen within the last 30 days.

Speaker speaker\_2: Hmm. Okay.

Speaker speaker\_1: Yes, sir. If you would like-

Speaker speaker\_2: All right, thank you.

Speaker speaker\_1: You're welcome. Um, if you'd like, I can send you an email with the information about the different life events? It'll come with, like, instructions on what you'll need to do if you think you might qualify for one of those. And then once you submit the information it's asking for, it'll be reviewed and, uh, we would follow up with you from there to let you know if it's approved or not.

Speaker speaker\_2: And how long does that usually take?

Speaker speaker\_1: Um, it can take anywhere from 24 to 48 business hours.

Speaker speaker\_2: Oh, okay. All right. Yes, if you could send me that information, that'll be great.

Speaker speaker\_1: Okay. And then, like I said, if for whatever reason you don't qualify for one of those life events, unfortunately you just would have to wait for the company's open enrollment period to start.

Speaker speaker\_2: Um, okay.

Speaker speaker\_1: Yes, sir. So I will go ahead and-

Speaker speaker\_2: And what about, do you guys, uh, take payments? Like if I was to pay it myself?

Speaker speaker\_1: Uh, I mean, uh, so the only way that we take payments is if you're already enrolled into coverage and for, like, whatever reason you didn't work for a week, you do have the option to make a direct payment with us. But we don't, we don't do, like, individual policies.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: All right, thank you.

Speaker speaker\_1: You're welcome. You have a wonderful day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Bye.