

Transcript: VICTORIA

Taylor-5046042923843584-4570149340266496

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, hello. My name is Jamie Williams. I work through surge at, um, Zocom. I was calling about y'all's insurance. Um, I need an eyeglass insurance, and was just wondering if y'all would like have me signed up or anything. Okay. Um- Um... What's the last four of your social? Uh, it's 318. Um, first name is Jamie, last name is Williams? Yes. Okay. Uh, do you mind verifying your address and date of birth? Uh, I think I might have changed my address, 'cause it was on a different place, but it might be 1859 Creek County Road 119, but it's not that. It's 54 Ford Avenue, Kellerton. And my date of birth is, um, 02/13/2004. Okay. And then, um, so it looks like I actually have the 1859. Mm-hmm. Uh, so that needs to be updated, right? Yeah. Okay. And you said it's 54 Ford? Yeah, Ford Avenue. Okay. And then what's the city again? Kellerton. And then the last four f- or I'm sorry, the ZIP code? Um, man. ZIP code is 35, 350... I think it's 9 or 89, one of the two. Keep forgetting which one exactly. 350- 89, I think. I don't know, I keep getting 40- Uh, let me check and see. Yeah. And how do you spell the city? K-E-L-L-T-Y-O-N. Okay, would it be K-E-L-L-Y-T-O-N? Yeah. Okay, I think it's 35089. And then- Okay. ... um, phone number 256-934-9636? Yes. Well, 934? Mm-hmm. Oh, yeah. I know what number that is. Um- Oh. Do you have a 9796 number or something similar to that? No, I- I can update it. Yeah. Okay. 256, um, it's the number I'm calling you from right now actually. Gotcha. And then email is, uh, williamsjamie287@gmail.com? Yes, it's still the same. Okay. Okay, so as of right now, I see that you're only enrolled into the MEC TelRx, which is basically- ... like for your preventative medical. Um, I don't see that you're enrolled into vision. And unfortunately, at the moment we're not able to get you enrolled, because you're outside of your personal open enrollment period as well as the company's open enrollment period. Um... Okay. But they do typically have their company open enrollment period, I believe during the August timeframe. Let me see. Yeah, I just found out I missed that one. Yeah, so it looks like they typically have it during August, so when it opens back up, you'll be able to add on to the enrollment. But unfortunately, we wouldn't be able to do so at the moment, unless you've recently had a qualifying life event. Oh. A qualifying what now? A qualifying life event. Um, there's a couple different ones. Uh, one of them being involuntary loss of benefits. Um, give me one second, I'm trying to pull up the list. There's marriage, divorce, death, birth, adoption, being named as a legal guardian, qualifying of government assistance, loss of government assistance, and being eligible for new benefits. So if you've experienced one of- Loss of government benefits... Yeah. Um, can I qualify for loss of government benefits? 'Cause I just got off- Okay. ... um, Medicaid recently. That's why I'm needing all the help I can get. Um, so what I can do... Okay. What I can do is I can send you a copy, um, or like an email with the instructions on how to submit- ... uh, a life event. It would have to be within the last 30 days of

that event. Oh. So just follow the instructions- ... in the email. Um, it's gonna ask for, like, specific documentation for you to submit. Got it. So... And then what we would do from there is forward it to our, um, eligibility team who would make the determination if you're approved or not. Um, it was past last 90 days. I recently turned 20, that was the problem. Okay. Well, it's kind of like February, so... Gotcha. Yeah, unfortunately the only thing, uh, to do at this point is to wait for the next company open enrollment period. Okay. Yes, sir. Thank you. You're welcome. You have a wonderful day. You too. Thank you. 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, hello. My name is Jamie Williams. I work through surge at, um, Zocom. I was calling about y'all's insurance. Um, I need an eyeglass insurance, and was just wondering if y'all would like have me signed up or anything.

Speaker speaker_1: Okay. Um-

Speaker speaker_2: Um...

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: Uh, it's 318.

Speaker speaker_1: Um, first name is Jamie, last name is Williams?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, I think I might have changed my address, 'cause it was on a different place, but it might be 1859 Creek County Road 119, but it's not that. It's 54 Ford Avenue, Kellerton. And my date of birth is, um, 02/13/2004.

Speaker speaker_1: Okay. And then, um, so it looks like I actually have the 1859.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Uh, so that needs to be updated, right?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. And you said it's 54 Ford?

Speaker speaker_2: Yeah, Ford Avenue.

Speaker speaker_1: Okay. And then what's the city again?

Speaker speaker_2: Kellerton.

Speaker speaker_1: And then the last four f- or I'm sorry , the ZIP code?

Speaker speaker_2: Um, man. ZIP code is 35, 350... I think it's 9 or 89, one of the two. Keep forgetting which one exactly.

Speaker speaker_1: 350-

Speaker speaker_2: 89, I think. I don't know, I keep getting 40-

Speaker speaker_1: Uh, let me check and see.

Speaker speaker_2: Yeah.

Speaker speaker_1: And how do you spell the city?

Speaker speaker_2: K-E-L-L-T-Y-O-N.

Speaker speaker_1: Okay, would it be K-E-L-L-Y-T-O-N?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, I think it's 35089. And then-

Speaker speaker_2: Okay.

Speaker speaker_1: ... um, phone number 256-934-9636?

Speaker speaker_2: Yes. Well, 934?

Speaker speaker_1: Mm-hmm. Oh, yeah. I know what number that is. Um- Oh.

Speaker speaker_2: Do you have a 9796 number or something similar to that?

Speaker speaker_1: No, I- I can update it.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay.

Speaker speaker_2: 256, um, it's the number I'm calling you from right now actually.

Speaker speaker_1: Gotcha. And then email is, uh, williamsjamie287@gmail.com?

Speaker speaker_2: Yes, it's still the same.

Speaker speaker_1: Okay. Okay, so as of right now, I see that you're only enrolled into the MEC TelRx, which is basically- ... like for your preventative medical. Um, I don't see that you're enrolled into vision. And unfortunately, at the moment we're not able to get you enrolled, because you're outside of your personal open enrollment period as well as the company's open enrollment period. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: But they do t- typically have their company open enrollment period, I believe during the August timeframe. Let me see.

Speaker speaker_2: Yeah, I just found out I missed that one.

Speaker speaker_1: Yeah, so it looks like they typically have it during August, so when it opens back up, you'll be able to add on to the enrollment. But unfortunately, we wouldn't be able to do so at the moment, unless you've recently had a qualifying life event.

Speaker speaker_2: Oh. A qualifying what now?

Speaker speaker_1: A qualifying life event. Um, there's a couple different ones. Uh, one of them being involuntary loss of benefits. Um, give me one second, I'm trying to pull up the list. There's marriage, divorce, death, birth, adoption, being named as a legal guardian, qualifying of government assistance, loss of government assistance, and being eligible for new benefits. So if you've experienced one of-

Speaker speaker_2: Loss of government benefits... Yeah. Um, can I qualify for loss of government benefits? 'Cause I just got off-

Speaker speaker_1: Okay.

Speaker speaker_2: ... um, Medicaid recently. That's why I'm needing all the help I can get.

Speaker speaker_1: Um, so what I can do... Okay. What I can do is I can send you a copy, um, or like an email with the instructions on how to submit- ... uh, a life event. It would have to be within the last 30 days of that event.

Speaker speaker_2: Oh.

Speaker speaker_1: So just follow the instructions- ... in the email. Um, it's gonna ask for, like, specific documentation for you to submit.

Speaker speaker_2: Got it. So...

Speaker speaker_1: And then what we would do from there is forward it to our, um, eligibility team who would make the determination if you're approved or not.

Speaker speaker_2: Um, it was past last 90 days. I recently turned 20, that was the problem.

Speaker speaker_1: Okay.

Speaker speaker_2: Well, it's kind of like February, so...

Speaker speaker_1: Gotcha. Yeah, unfortunately the only thing, uh, to do at this point is to wait for the next company open enrollment period.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: 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.