

Transcript: VICTORIA

Taylor-5142837953249280-4807095259447296

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? Yes, I was calling to see if I still had health insurance through my, uh, company I work with. Okay. What's the name of the agency you work there? WorkSmart. Gotcha. And, uh, your f- first and last name? Brian Loudon. And the last four of your Social? 5627. Okay. Do you mind verifying your address and date of birth? 2421 Loudon Road, Greenwood, South Carolina. August 11th, 1987. Phone number 864-407-2848? Yes, ma'am. And then email is lastname_firstname@yahoo.com? Yes, ma'am. Okay. Um, I don't see that you're enrolled into anything currently. Oh, 'cause I thought when I signed up for the job, uh, I tried to get dental and I signed up for dental insurance. Yeah, I don't see where you... So I just signed it for the company. I don't see any recent requests for coverage. Um, I see that you were enrolled into one of the medical plans previously, but that rolled over to COBRA, it looks back in December of '23 and you haven't had coverage s- since then. How much is coverage? Well, it really just depends on the plan that you choose. But as of right now, you're not eligible to enroll because you're not within the company's open enrollment period. When is that, do you know? Um, let's see. They typically have it towards the end of every year. Um, let me just make sure I'm looking at the right thing. WorkSmart. Yeah, so it looks like they'll have it this year on the 9th of December up until the 31st of January. Okay, so I can just enroll the 9th of December? Yeah, once the open enrollment starts on the 9th of December, you can just call us back and get enrolled from there. Okay. Yes, sir. I appreciate it. Did you need... Yeah, absolutely. Oh. Did you need help with anything else? Uh, as far as getting insurance, I gotta wait. I mean, that's all. Okay. I was trying to get insurance and now I just have to wait. Gotcha. You have a wonderful day. Thank you. You too. Thanks.

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: Yes, I was calling to see if I still had health insurance through my, uh, company I work with.

Speaker speaker_1: Okay. What's the name of the agency you work there?

Speaker speaker_2: WorkSmart.

Speaker speaker_1: Gotcha. And, uh, your f- first and last name?

Speaker speaker_2: Brian Loudon.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 5627.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: 2421 Loudon Road, Greenwood, South Carolina. August 11th, 1987.

Speaker speaker_1: Phone number 864-407-2848?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email is lastname_firstname@yahoo.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Um, I don't see that you're enrolled into anything currently.

Speaker speaker_2: Oh, 'cause I thought when I signed up for the job, uh, I tried to get dental and I signed up for dental insurance.

Speaker speaker_1: Yeah, I don't see where you...

Speaker speaker_2: So I just signed it for the company.

Speaker speaker_1: I don't see any recent requests for coverage. Um, I see that you were enrolled into one of the medical plans previously, but that rolled over to COBRA, it looks back in December of '23 and you haven't had coverage s- since then.

Speaker speaker_2: How much is coverage?

Speaker speaker_1: Well, it really just depends on the plan that you choose. But as of right now, you're not eligible to enroll because you're not within the company's open enrollment period.

Speaker speaker_2: When is that, do you know?

Speaker speaker_1: Um, let's see. They typically have it towards the end of every year. Um, let me just make sure I'm looking at the right thing. WorkSmart. Yeah, so it looks like they'll have it this year on the 9th of December up until the 31st of January.

Speaker speaker_2: Okay, so I can just enroll the 9th of December?

Speaker speaker_1: Yeah, once the open enrollment starts on the 9th of December, you can just call us back and get enrolled from there.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: I appreciate it.

Speaker speaker_1: Did you need... Yeah, absolutely.

Speaker speaker_2: Oh.

Speaker speaker_1: Did you need help with anything else?

Speaker speaker_2: Uh, as far as getting insurance, I gotta wait. I mean, that's all.

Speaker speaker_1: Okay.

Speaker speaker_2: I was trying to get insurance and now I just have to wait.

Speaker speaker_1: Gotcha. You have a wonderful day.

Speaker speaker_2: Thank you. You too.

Speaker speaker_1: Thanks.