

Transcript: VICTORIA

Taylor-5652755314819072-4602110012997632

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. Yeah, my name is Donald Mickens and I've been working for Care since September or August, and, uh, the company that I am, uh, working for is taking while to hire me, so I wanted to get covered by you all's benefits, if that's possible. Okay. What's the last four of your social? 5786. And your first and last name? Donald Mickens. Okay. And do you mind verifying your address and date of birth? Yeah. 933 South Sheridan Avenue, Tacoma, Washington 98405, 7-15-69. Okay. I think we might need to update your address. I have, uh, 33736 37th Place? Yeah, that was my old address. I thought I updated, uh, my address at the, uh, Care website. Yeah, matter of fact I did because my tax form got shipped to me here. Okay. Yeah, I d- I don't think it'll update on our end. I think you have to physically update it with us. Um, what is your- That's good. ... current address again? 933 South Sheridan Avenue, apartment B. Do you mind spelling that? Sheridan? Yes. Yes. S-H-E-R-I-D-A-N. Okay. So, 933 Sheridan South Avenue, apartment B? Mm-hmm. 933 South Sheridan Avenue, apartment B, Tacoma, 98405. All right. And then, let's see, is phone number still 310-993-9034? Correct. Okay. Uh, let's see, and then email is first initial, last name, 1969 at gmail.com? Correct. Okay. Now are you a rehire with, uh, Tara Staffing? Uh, I've been working with them, uh, I think since August 31st last year. Same company, 10 Cascade. Okay. The reason why I'm asking is because the only way to get enrolled into benefits is if you're considered like, a rehire or a new hire, which they give you 30 days from the date of your first check to get enrolled, um, and then every year they'll have what's called a, a company open enrollment period, uh, where- Mm-hmm. ... anyone can get enrolled. Unfortunately they're just not currently in a company open enrollment period. Looks like they typically have those during December or January of every year. Yeah, I didn't get any notification, um, because I've been trying to do this for a minute. I didn't get any notifications from you guys, um, that there was a open enrollment period. But at the same time, I thought I would be hired with the company. Right now they've had issues with their higher management and their HR office, and they have been having to bring people from other plants to do HR there, so they're behind in hiring people. So, but I just need benefits as, you know, any way that I can get them as soon as possible. Yeah, like I said, at this moment we wouldn't be able to get you enrolled, um, because they're not currently in a open enrollment period for the company. Um- Mm-hmm. ... the only way to get enrolled outside of the company open enrollment period is if you've recently experienced a qualifying life event. Um, that is something that would've had to taken place within the last 30 days. Mm-hmm. Well, and you know, I could use, uh, a trip to the doctor but it's not life threatening. Yeah. So, unfortunately if you don't have a life event, a qualifying life event, you'll just have to wait for the next company open enrollment period to start to get enrolled, which like I said, typically takes place during December, January of every year. Okay. Yes, sir. Okay. I'll go, um, send some

information to your email about the different life events, just in case you think you might qualify for one of those. If you do, it comes with ...Was there anything else you might need help with? No, ma'am. Okay. You have a wonderful day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi. Yeah, my name is Donald Mickens and I've been working for Care since September or August, and, uh, the company that I am, uh, working for is taking while to hire me, so I wanted to get covered by you all's benefits, if that's possible.

Speaker speaker_0: Okay. What's the last four of your social?

Speaker speaker_1: 5786.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Donald Mickens.

Speaker speaker_0: Okay. And do you mind verifying your address and date of birth?

Speaker speaker_1: Yeah. 933 South Sheridan Avenue, Tacoma, Washington 98405, 7-15-69.

Speaker speaker_0: Okay. I think we might need to update your address. I have, uh, 33736 37th Place?

Speaker speaker_1: Yeah, that was my old address. I thought I updated, uh, my address at the, uh, Care website. Yeah, matter of fact I did because my tax form got shipped to me here.

Speaker speaker_0: Okay. Yeah, I d- I don't think it'll update on our end. I think you have to physically update it with us. Um, what is your-

Speaker speaker_1: That's good.

Speaker speaker_0: ... current address again?

Speaker speaker_1: 933 South Sheridan Avenue, apartment B.

Speaker speaker_0: Do you mind spelling that?

Speaker speaker_1: Sheridan?

Speaker speaker_0: Yes.

Speaker speaker_1: Yes. S-H-E-R-I-D-A-N.

Speaker speaker_0: Okay. So, 933 Sheridan South Avenue, apartment B?

Speaker speaker_1: Mm-hmm. 933 South Sheridan Avenue, apartment B, Tacoma, 98405.

Speaker speaker_0: All right. And then, let's see, is phone number still 310-993-9034?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Uh, let's see, and then email is first initial, last name, 1969 at gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Now are you a rehire with, uh, Tara Staffing?

Speaker speaker_1: Uh, I've been working with them, uh, I think since August 31st last year. Same company, 10 Cascade.

Speaker speaker_0: Okay. The reason why I'm asking is because the only way to get enrolled into benefits is if you're considered like, a rehire or a new hire, which they give you 30 days from the date of your first check to get enrolled, um, and then every year they'll have what's called a, a company open enrollment period, uh, where-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... anyone can get enrolled. Unfortunately they're just not currently in a company open enrollment period. Looks like they typically have those during December or January of every year.

Speaker speaker_1: Yeah, I didn't get any notification, um, because I've been trying to do this for a minute. I didn't get any notifications from you guys, um, that there was a open enrollment period. But at the same time, I thought I would be hired with the company. Right now they've had issues with their higher management and their HR office, and they have been having to bring people from other plants to do HR there, so they're behind in hiring people. So, but I just need benefits as, you know, any way that I can get them as soon as possible.

Speaker speaker_0: Yeah, like I said, at this moment we wouldn't be able to get you enrolled, um, because they're not currently in a open enrollment period for the company. Um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... the only way to get enrolled outside of the company open enrollment period is if you've recently experienced a qualifying life event. Um, that is something that would've had to taken place within the last 30 days.

Speaker speaker_1: Mm-hmm. Well, and you know, I could use, uh, a trip to the doctor but it's not life threatening.

Speaker speaker_0: Yeah. So, unfortunately if you don't have a life event, a qualifying life event, you'll just have to wait for the next company open enrollment period to start to get enrolled, which like I said, typically takes place during December, January of every year.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: I'll go, um, send some information to your email about the different life events, just in case you think you might qualify for one of those. If you do, it comes with ...Was there anything else you might need help with?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Okay. You have a wonderful day.