

Transcript: VICTORIA

Taylor-5821299848036352-4915420311240704

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, I just called a little bit ago about my, uh, health benefits. Uh, is it... Uh, I was curious why I don't have, like, a healthcare coverage. Okay. What's the name of the agency you work for? Uh, DSI. And the last four of your Social? 5830. Okay. And your first and last name? Steven Rolling. Gotcha. And do you mind verifying your address and date of birth? Uh, 400 Adam Street, Tracy, Minnesota. Um, August 9th, 2001. Okay. And did you say the name of the staffing agency is DSI? Yeah. Would it go by, uh, Focus Workforce Management? Yes, with quanti. Okay. Um, phone number, is it 507-626-5704? Yes. And then email is, uh, stevenrolling1213@gmail.com? Yes. Okay. Yeah, I don't see that you're enrolled into medical, just the dental, behavioral health and the vision. Oh, uh, is there a way for me to get enrolled for, for that one? So, it looks like unfortunately you're now outside of your personal open enrollment period. That ended on the 16th of March. Okay. Yeah, so unfortunately, you will have to wait for the, uh, company open enrollment period that they have yearly, which I believe for Focus, um, they have it during, like, December, um, up until February of every year. Ah, okay. Mm-hmm. Okay. That makes sense. Yes, sir. Uh, did you need help with anything else? No, I don't believe so. Oh, um, I had... So, I was supposed to be getting a new, uh, new ID cards. Is there a way to get those, like, canceled, or...? Do... Are you wanting to cancel the enrollment? No. So, I asked for... They're sending me, like, new, uh, new cards in the mail. Is there any way to, like, cancel that since I already have those? Like, I have my, uh, my vision card and my dental card, so I don't need new ones. Is there a way to, like, cancel that? Like, 'cause since I have, I have them already, or...? Um, I... It looks like the request has, has already been sent to the carrier to have those sent out. Okay. That's, that's not a big deal. I was just curious. Yeah. It looks like they already sent the request. Okay, that's fine. Yes, sir. Did you need help with anything else? No, that's it. Thank you. All right. You have a good day. Yep. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Uh, I just called a little bit ago about my, uh, health benefits. Uh, is it... Uh, I was curious why I don't have, like, a healthcare coverage.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Uh, DSI.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 5830.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Steven Rolling.

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

Speaker speaker_1: Uh, 400 Adam Street, Tracy, Minnesota. Um, August 9th, 2001.

Speaker speaker_0: Okay. And did you say the name of the staffing agency is DSI?

Speaker speaker_1: Yeah.

Speaker speaker_0: Would it go by, uh, Focus Workforce Management?

Speaker speaker_1: Yes, with quanti.

Speaker speaker_0: Okay. Um, phone number, is it 507-626-5704?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is, uh, stevenrolling1213@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Yeah, I don't see that you're enrolled into medical, just the dental, behavioral health and the vision.

Speaker speaker_1: Oh, uh, is there a way for me to get enrolled for, for that one?

Speaker speaker_0: So, it looks like unfortunately you're now outside of your personal open enrollment period. That ended on the 16th of March.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah, so unfortunately, you will have to wait for the, uh, company open enrollment period that they have yearly, which I believe for Focus, um, they have it during, like, December, um, up until February of every year.

Speaker speaker_1: Ah, okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. That makes sense.

Speaker speaker_0: Yes, sir. Uh, did you need help with anything else?

Speaker speaker_1: No, I don't believe so. Oh, um, I had... So, I was supposed to be getting a new, uh, new ID cards. Is there a way to get those, like, canceled, or...?

Speaker speaker_0: Do... Are you wanting to cancel the enrollment?

Speaker speaker_1: No. So, I asked for... They're sending me, like, new, uh, new cards in the mail. Is there any way to, like, cancel that since I already have those? Like, I have my, uh, my vision card and my dental card, so I don't need new ones. Is there a way to, like, cancel that? Like, 'cause since I have, I have them already, or...?

Speaker speaker_0: Um, I... It looks like the request has, has already been sent to the carrier to have those sent out.

Speaker speaker_1: Okay. That's, that's not a big deal. I was just curious.

Speaker speaker_0: Yeah. It looks like they already sent the request.

Speaker speaker_1: Okay, that's fine.

Speaker speaker_0: Yes, sir. Did you need help with anything else?

Speaker speaker_1: No, that's it. Thank you.

Speaker speaker_0: All right. You have a good day.

Speaker speaker_1: Yep. Bye.

Speaker speaker_0: Bye-bye.