

Transcript: VICTORIA

Taylor-5897941701050368-5227080291663872

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? Hi, uh, Victoria, this is Madeline Hingy. Um, I was told that, um... I'm calling about my benefits. If I'm... I should be eligible now, according to Creative Circle Nancy. Could you check that first before I call her? I have notes from October when she says you need to enroll in about mid-December when you've been with us for three months. So, that just happened. And that you guys would send an email, but I haven't gotten an email yet. So, I'm just a little anxious because Christmas is coming up and I think can only enroll in December. But maybe you can look into that one for me? Okay, sure. What's the last four of your Social? 9923. Your first and last name again? Madeline Hingy. Okay. Do you mind verifying your address and date of birth? Yeah. Date of birth, 22nd of December, 1967. And then my address is, uh, 7538 Gibraltar Street, Unit G, Carlsbad, California 92009. Okay. Phone number is 760-815-6970. Oh, I didn't quite catch that. Say that again, please? Uh, phone number is 760-815-6970. Perfect. Yes. Okay. Email is maddie.yourlastname@gmail.com. Yes. Okay. Um, let's see. So the open enrollment for Creative Circle will start on the 23rd of December and it ends on the 31st of January. So, during that time- December 23rd until when? December 23rd until when? December 23rd... December 23rd until the 31st of January. Oh, okay so I'm not... I don't have to... Okay. Because the thing is, my contract was just extended with the company I work for to Creative Circle from the end of December until beginning of February. So, uh, I'm sure they will extend it again or bring me on full-time, but... So, I just want to make sure at least for that one month that I don't miss the boat to get medical insurance through Creative Circle. Yeah, so again, the open enrollment starts on the 23rd of December and ends on the 31st of January. During that time- Mm-hmm. ... you can get enrolled. Okay, and, um, but nobody is there next week so how do I get enrolled and, uh... Have you sent an email and I missed it or how do I do all of that? So- The 19th I mentioned from Creative Circle I would get an email from you guys, but I ha-... I want to make sure I didn't miss it. So, we're the benefits administrators for them so you can call us- Mm-hmm. ... to get enrolled and to benefits. Mm-hmm. Um, we will be here on the 23rd. However, we're closed- Okay. ... on the 24th and the 25th of next week. Oh, okay. So, what you're saying... I basically, um, should call you guys on the 23rd? Yes. Anywhere between the 23rd of December until the 31st of January. And you guys are closed on the 24th and the 25th and probably on the 31st and the 1st or...? Yes, I believe we are going to be closed for New Years. Give me one second. So, I'll write down 24 and 25th you guys are closed. So, it looks like we will be closed on the 1st of January for New Years Day. Mm-hmm. And- And we will also be closed on the 31st of December for New Years Eve. Okay, cool. And the rest of the time, I should be able to reach somebody under this phone number? Yes, ma'am. And Victoria, um, so I'm not getting an email from you guys? I... Hon- honestly, I'm not

too sure if they will send out an email or a text message. I would just make note that the open enrollment starts on the 21st... 23rd of December and ends on the 31st of January. So, are you saying that pretty much everybody just calls you guys? Yes, we're the benefits administrators for Creative Circle. Oh, okay. So, people have to call you. It's not like you get an email and then you have a link and then you enroll. No? You have to do it over the phone? Yeah, you can do it online. I'm just not sure if that information is sent to you from your employer or not. Oh, I see. So, you think I should maybe getting an email from Creative Circle, right? Maybe? I... Or call them? I- I... Again, I don't know, ma'am. Yeah. I can give you the website that people use to enroll online- Mm-hmm. ... if you would like. I'm just not sure if- Yeah. Okay, cool. ... you'll get an email from your employer. Okay, that will be great. I'll write it down. Okay. Um, the website is going to be M as in Mary- Mm-hmm. ... Y, B as in boy, I, A, C dot-And then forward slash creative circle. So M-Y-C-I-A-C dot com? Yes. And then you want to make sure to put forward slash- Uh-huh. ... creative circle. Okay. Awesome. Thanks for that information. And, um, can you see on your end... Your, I may have already asked that. No, I forgot. Can you see on your end if I am now eligible? Because, um, so many times I was kind of wrong about thinking that I was, but I wasn't. Yeah. As of right now, you're not eligible because the open enrollment- Ah. ... hasn't started yet. Oh, I see what you mean. Uh-huh. And you can't see... So does that mean, um, um, you will only know on the 23rd and after if I am e- eligible or not? All right. Well, any... No. So the open enrollment is for the entire company. Oh, okay. Anyone within the company during the open enrollment is eligible to enroll. Oh, I see what you mean. Mm-hmm. And I thought I become eligible after three months, so that's what I thought. But I guess that has nothing to do with that. It's just either three months into the contract or, um, when everybody else enrolls. Right. Mm-hmm. So I, I know that there's different ways for eligibility. Um, when you're- Mm-hmm. ... a new hire, just starting with the company, you have 30 days from the date of your first check to get enrolled. If you're considered a rehire, um, which I'm not too sure on the specific requirements on that, I believe it's after... You have to go in between the assignments for at least 90 days to be considered a rehire or you're eligible- Exactly. ... through the company open enrollment period. Yeah, exactly. I'm a rehire. So they told... Creative Circle told me three months, which is now, so. But you're saying I have to wait until open enrollment. So I will double check with them, but thank you so much for all the information. I appreciate it. Yes, ma'am. You have a wonderful day. Yeah, you too. Merry Christmas, if I don't chat with you again.

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: Hi, uh, Victoria, this is Madeline Hingy. Um, I was told that, um... I'm calling about my benefits. If I'm... I should be eligible now, according to Creative Circle Nancy. Could you check that first before I call her? I have notes from October when she says you need to enroll in about mid-December when you've been with us for three months. So, that just happened. And that you guys would send an email, but I haven't gotten an email yet. So,

I'm just a little anxious because Christmas is coming up and I think can only enroll in December. But maybe you can look into that one for me?

Speaker speaker_1: Okay, sure. What's the last four of your Social?

Speaker speaker_2: 9923.

Speaker speaker_1: Your first and last name again?

Speaker speaker_2: Madeline Hingy.

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

Speaker speaker_2: Yeah. Date of birth, 22nd of December, 1967. And then my address is, uh, 7538 Gibraltar Street, Unit G, Carlsbad, California 92009.

Speaker speaker_1: Okay. Phone number is 760-815-6970.

Speaker speaker_2: Oh, I didn't quite catch that. Say that again, please?

Speaker speaker_1: Uh, phone number is 760-815-6970.

Speaker speaker_2: Perfect. Yes.

Speaker speaker_1: Okay. Email is maddie.yourlastname@gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, let's see. So the open enrollment for Creative Circle will start on the 23rd of December and it ends on the 31st of January. So, during that time-

Speaker speaker_2: December 23rd until when? December 23rd until when?

Speaker speaker_1: December 23rd... December 23rd until the 31st of January.

Speaker speaker_2: Oh, okay so I'm not... I don't have to... Okay. Because the thing is, my contract was just extended with the company I work for to Creative Circle from the end of December until beginning of February. So, uh, I'm sure they will extend it again or bring me on full-time, but... So, I just want to make sure at least for that one month that I don't miss the boat to get medical insurance through Creative Circle.

Speaker speaker_1: Yeah, so again, the open enrollment starts on the 23rd of December and ends on the 31st of January. During that time-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... you can get enrolled.

Speaker speaker_2: Okay, and, um, but nobody is there next week so how do I get enrolled and, uh... Have you sent an email and I missed it or how do I do all of that?

Speaker speaker_1: So-

Speaker speaker_2: The 19th I mentioned from Creative Circle I would get an email from you guys, but I ha-... I want to make sure I didn't miss it.

Speaker speaker_1: So, we're the benefits administrators for them so you can call us-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... to get enrolled and to benefits.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, we will be here on the 23rd. However, we're closed-

Speaker speaker_2: Okay.

Speaker speaker_1: ... on the 24th and the 25th of next week.

Speaker speaker_2: Oh, okay. So, what you're saying... I basically, um, should call you guys on the 23rd?

Speaker speaker_1: Yes. Anywhere between the 23rd of December until the 31st of January.

Speaker speaker_2: And you guys are closed on the 24th and the 25th and probably on the 31st and the 1st or...?

Speaker speaker_1: Yes, I believe we are going to be closed for New Years. Give me one second.

Speaker speaker_2: So, I'll write down 24 and 25th you guys are closed.

Speaker speaker_1: So, it looks like we will be closed on the 1st of January for New Years Day.

Speaker speaker_2: Mm-hmm. And-

Speaker speaker_1: And we will also be closed on the 31st of December for New Years Eve.

Speaker speaker_2: Okay, cool. And the rest of the time, I should be able to reach somebody under this phone number?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: And Victoria, um, so I'm not getting an email from you guys?

Speaker speaker_1: I... Hon- honestly, I'm not too sure if they will send out an email or a text message. I would just make note that the open enrollment starts on the 21st... 23rd of December and ends on the 31st of January.

Speaker speaker_2: So, are you saying that pretty much everybody just calls you guys?

Speaker speaker_1: Yes, we're the benefits administrators for Creative Circle.

Speaker speaker_2: Oh, okay. So, people have to call you. It's not like you get an email and then you have a link and then you enroll. No? You have to do it over the phone?

Speaker speaker_1: Yeah, you can do it online. I'm just not sure if that information is sent to you from your employer or not.

Speaker speaker_2: Oh, I see. So, you think I should maybe getting an email from Creative Circle, right? Maybe? I... Or call them?

Speaker speaker_1: I- I... Again, I don't know, ma'am. Yeah. I can give you the website that people use to enroll online-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... if you would like. I'm just not sure if-

Speaker speaker_2: Yeah. Okay, cool.

Speaker speaker_1: ... you'll get an email from your employer.

Speaker speaker_2: Okay, that will be great. I'll write it down.

Speaker speaker_1: Okay. Um, the website is going to be M as in Mary-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... Y, B as in boy, I, A, C dot-And then forward slash creative circle.

Speaker speaker_2: So M-Y-C-I-A-C dot com?

Speaker speaker_1: Yes. And then you want to make sure to put forward slash-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... creative circle.

Speaker speaker_2: Okay. Awesome. Thanks for that information. And, um, can you see on your end... Your, I may have already asked that. No, I forgot. Can you see on your end if I am now eligible? Because, um, so many times I was kind of wrong about thinking that I was, but I wasn't.

Speaker speaker_1: Yeah. As of right now, you're not eligible because the open enrollment-

Speaker speaker_2: Ah.

Speaker speaker_1: ... hasn't started yet.

Speaker speaker_2: Oh, I see what you mean. Uh-huh. And you can't see... So does that mean, um, um, you will only know on the 23rd and after if I am e- eligible or not? All right.

Speaker speaker_1: Well, any... No. So the open enrollment is for the entire company.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Anyone within the company during the open enrollment is eligible to enroll.

Speaker speaker_2: Oh, I see what you mean.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And I thought I become eligible after three months, so that's what I thought. But I guess that has nothing to do with that. It's just either three months into the contract or, um, when everybody else enrolls.

Speaker speaker_1: Right.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So I, I know that there's different ways for eligibility. Um, when you're-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... a new hire, just starting with the company, you have 30 days from the date of your first check to get enrolled. If you're considered a rehire, um, which I'm not too sure on the specific requirements on that, I believe it's after... You have to go in between the assignments for at least 90 days to be considered a rehire or you're eligible-

Speaker speaker_2: Exactly.

Speaker speaker_1: ... through the company open enrollment period.

Speaker speaker_2: Yeah, exactly. I'm a rehire. So they told... Creative Circle told me three months, which is now, so. But you're saying I have to wait until open enrollment. So I will double check with them, but thank you so much for all the information. I appreciate it.

Speaker speaker_1: Yes, ma'am. You have a wonderful day.

Speaker speaker_2: Yeah, you too. Merry Christmas, if I don't chat with you again.