

Transcript: VICTORIA

Taylor-6123485331406848-6275116131893248

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Victoria, how can I help you? Hi, I was just wondering if I get, um, insurance through you guys? Mm-hmm. Okay, uh, do you happen to work through like a staffing or temp agency? Yes, uh, Surge Staffing. Okay, let me see if you're still eligible. What's the last four of your Social? 4671. And, uh, your first and last name? Haley Hust. How do you spell your last name? H-U-S-T. Okay. Uh, do you mind verifying your address and date of birth? 619 Grace Street, Washington Court House, Ohio and March 7th, 2002. And then phone number 740-463-2315? Yes, ma'am. And email is hust45@gmail.com? Yep. Okay. Um... Are you a rehire with them? Yes. Okay. I've been on an assignment since the beginning of October. Okay. Yeah, I do see we have multiple hire dates on file for you. Um, but they only give you 30 days from the date of your first check to get enrolled. And I have the most recent hire date as, uh, October 10th. So your personal open enrollment period woulda ended on the 9th of November. Oh, gotcha. Yeah. Um- Does it ever open back up or... Yeah, so Surge Staffing does have a open enrollment period every year, which I believe, let me double-check. Yeah, so they, they typically have it during the August timeframe, so it's already over for this year, but more than likely it'll be, um, around the same time next year. Okay, thank you. Yes, ma'am. Now I know there is one other way that you can get enrolled, um, that is if you've recently had a qualifying life event within the last 30 days. Um, that can be anything like, uh, getting married, involuntary loss of benefits, um... Let me pull up the list real quick. So loss of benefits must be involuntary, marriage, divorce, death, birth, adoption, being named as a legal guardian, qualifying government assistance, loss of government assistant benefits and being eligible for new benefits. Uh, yeah I mean my girlfriend's pregnant but she's not due until May so I don't think that even counts. Oh, okay. Yeah, um, I know birth is one of them, um, so with birth we would just need a birth certificate, um, and like I said, you would have to, you know, uh, submit the qualifying life event within 30 days of the life event itself. Okay, thank you so much. You're welcome. Was there anything else you might need help with? No, that's all, thank you. You're welcome. Have a good day. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card, this is Victoria, how can I help you?

Speaker speaker_2: Hi, I was just wondering if I get, um, insurance through you guys?

Speaker speaker_1: Mm-hmm. Okay, uh, do you happen to work through like a staffing or temp agency?

Speaker speaker_2: Yes, uh, Surge Staffing.

Speaker speaker_1: Okay, let me see if you're still eligible. What's the last four of your Social?

Speaker speaker_2: 4671.

Speaker speaker_1: And, uh, your first and last name?

Speaker speaker_2: Haley Hust.

Speaker speaker_1: How do you spell your last name?

Speaker speaker_2: H-U-S-T.

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

Speaker speaker_2: 619 Grace Street, Washington Court House, Ohio and March 7th, 2002.

Speaker speaker_1: And then phone number 740-463-2315?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And email is hust45@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. Um... Are you a rehire with them?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: I've been on an assignment since the beginning of October.

Speaker speaker_1: Okay. Yeah, I do see we have multiple hire dates on file for you. Um, but they only give you 30 days from the date of your first check to get enrolled. And I have the most recent hire date as, uh, October 10th. So your personal open enrollment period woulda ended on the 9th of November.

Speaker speaker_2: Oh, gotcha.

Speaker speaker_1: Yeah. Um-

Speaker speaker_2: Does it ever open back up or...

Speaker speaker_1: Yeah, so Surge Staffing does have a open enrollment period every year, which I believe, let me double-check. Yeah, so they, they typically have it during the August timeframe, so it's already over for this year, but more than likely it'll be, um, around the same time next year.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Yes, ma'am. Now I know there is one other way that you can get enrolled, um, that is if you've recently had a qualifying life event within the last 30 days. Um, that can be anything like, uh, getting married, involuntary loss of benefits, um... Let me pull up the list real quick. So loss of benefits must be involuntary, marriage, divorce, death, birth, adoption, being named as a legal guardian, qualifying government assistance, loss of government assistant benefits and being eligible for new benefits.

Speaker speaker_2: Uh, yeah I mean my girlfriend's pregnant but she's not due until May so I don't think that even counts.

Speaker speaker_1: Oh, okay. Yeah, um, I know birth is one of them, um, so with birth we would just need a birth certificate, um, and like I said, you would have to, you know, uh, submit the qualifying life event within 30 days of the life event itself.

Speaker speaker_2: Okay, thank you so much.

Speaker speaker_1: You're welcome. Was there anything else you might need help with?

Speaker speaker_2: No, that's all, thank you.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: You too.