

Transcript: VICTORIA

Taylor-6146999833804800-6499448541102080

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? Hello, this is Eric B. I was calling to see if I have health insurance. Okay. Uh, what's the name of the agency you work for? MAU. And the last four of your Social? 1307. Okay. Uh, do you mind verifying your address and date of birth? 2231 Western Way, Augusta, Georgia 30906. And my birthday is July 9th, 1994. Okay. Uh, phone number is gonna be 706-627-7071. Yes, ma'am. And then email is gonna be bernard2222... 229@Yahoo.com. Yeah. It looks like there's a lot of two th- Yeah. That's me. Okay. Gotcha. Just wanted to make sure. Um, I do not see that you're enrolled into anything currently. Well, can I get enrolled? So it looks personal open enrollment period as well as the company's open enrollment period, so the only way we would be able to get you enrolled at this point is if you've recently experienced a qualifying life event. Mm. So sorry, I got nothing. Yeah, like I said, unfortunately at the moment the only way you would be able to get enrolled is if you've recently experienced a qualifying life event within the last 30 days. If not, you'll have to wait for the company open enrollment period which typically takes place around December, Janu- January timeframe of every year. Okay. 'Cause I was tryin'... As I was looking at my pay stubs, I see, like, how much insurance been taken out. And I was trying to figure out, like, which form I should use. Yeah, nothing's... Yeah, I'm not showing any deductions being made for coverage. Are you looking at the Medicare tax? Uh, I'm not sure. I just seen it on my pay stub. What does it say on your pay stub? Like, when I came in here, they said, like, Medicaid, like, it showed, like, how much was being taken out. So it does say Medicaid? Yes, ma'am. From when I last looked at it. Okay. So I believe that's the tax that the government makes for Medicare. Okay. I don't know. I was just asking. Yeah. Uh, you can double check with your payroll department so they can verify for you, but, um, as far as, like, insurance with us, you're not even enrolled into anything so nothing's being deducted out of your check for coverage. Okay. All right. Thank you. Was there anything else you need help, need help with? No, ma'am. No, ma'am. All righty. You have a wonderful day. All right. You too. Bye-bye. Bye.

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: Hello, this is Eric B. I was calling to see if I have health insurance.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: MAU.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 1307.

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

Speaker speaker_2: 2231 Western Way, Augusta, Georgia 30906. And my birthday is July 9th, 1994.

Speaker speaker_1: Okay. Uh, phone number is gonna be 706-627-7071.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email is gonna be bernard2222...

Speaker speaker_2: 229@Yahoo.com.

Speaker speaker_1: Yeah. It looks like there's a lot of two th-

Speaker speaker_2: Yeah. That's me.

Speaker speaker_1: Okay. Gotcha. Just wanted to make sure. Um, I do not see that you're enrolled into anything currently.

Speaker speaker_2: Well, can I get enrolled?

Speaker speaker_1: So it looks personal open enrollment period as well as the company's open enrollment period, so the only way we would be able to get you enrolled at this point is if you've recently experienced a qualifying life event.

Speaker speaker_2: Mm. So sorry, I got nothing.

Speaker speaker_1: Yeah, like I said, unfortunately at the moment the only way you would be able to get enrolled is if you've recently experienced a qualifying life event within the last 30 days. If not, you'll have to wait for the company open enrollment period which typically takes place around December, Janu- January timeframe of every year.

Speaker speaker_2: Okay. 'Cause I was tryin'... As I was looking at my pay stubs, I see, like, how much insurance been taken out. And I was trying to figure out, like, which form I should use.

Speaker speaker_1: Yeah, nothing's... Yeah, I'm not showing any deductions being made for coverage. Are you looking at the Medicare tax?

Speaker speaker_2: Uh, I'm not sure. I just seen it on my pay stub.

Speaker speaker_1: What does it say on your pay stub?

Speaker speaker_2: Like, when I came in here, they said, like, Medicaid, like, it showed, like, how much was being taken out.

Speaker speaker_1: So it does say Medicaid?

Speaker speaker_2: Yes, ma'am. From when I last looked at it.

Speaker speaker_1: Okay. So I believe that's the tax that the government makes for Medicare.

Speaker speaker_2: Okay. I don't know. I was just asking.

Speaker speaker_1: Yeah. Uh, you can double check with your payroll department so they can verify for you, but, um, as far as, like, insurance with us, you're not even enrolled into anything so nothing's being deducted out of your check for coverage.

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_1: Was there anything else you need help, need help with?

Speaker speaker_2: No, ma'am. No, ma'am.

Speaker speaker_1: All righty. You have a wonderful day.

Speaker speaker_2: All right. You too.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Bye.