

Transcript: VICTORIA

Taylor-6195417199198208-6429858039382016

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, my name is Deborah Harrison. I work through, uh, Crown. And, uh, I was trying to see if it was too late to get some insurance. I had, uh, I'm sick... I just turned 65 in January. So I had the part A and the part B, but then when they sent me the bill for the part B, it was like \$925. So I called them back, the Social Security office back, and she said they had made a mistake or they charged it up to May or something, and it could be 585 or... Still, I still can't afford that, so she said if I could get some insurance that was affiliated with my job, she called it like group insurance or something like that. But I, I didn't know if it was too late or not. And you are looking for medical insurance, right? Yes. Yes, ma'am. Okay. Uh, let me pull up your file. What's the last four of your social? 6125. And, um, do you mind verifying your address and date of birth? Uh, January 31st, 1960. 245 South 39th Street. Phone number 502-656-1037? I what? My phone number? Yes, ma'am. Yeah. Yeah. That's right. 656-1037. Okay. So I don't see... So you're outside of your personal open enrollment period. Um, they typically only give you 30 days from the date of your first check to get enrolled. Uh. Mm-hmm. Now they do have an open enrollment period every year, but it looks like that typically takes place during December, January timeframe. Oh, okay. Yeah. All right. So at this point, the only way we would be able to get you enrolled into benefits is if you've recently experienced a qualifying life event. Um, that is something- No. ... that would have had to have taken place within the last 30 days. No. I ain't did none of that. I was just wondering. I guess I'll just go without it and I'll be all right. 'Cause I try to make it to these sales funerals. Okay. 'Cause I cannot- Yeah, like I said, they- I can't see nobody else. 'Cause they have to have plan B in order to get it through somewhere else, so I don't know. I will hang in there. Okay. Thank you. All right. You're welcome. All right. You have a good day. You too, babe. Bye bye. Thank you. Bye bye. I need to disconnect for you.

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, my name is Deborah Harrison. I work through, uh, Crown. And, uh, I was trying to see if it was too late to get some insurance. I had, uh, I'm sick... I just turned 65 in January. So I had the part A and the part B, but then when they sent me the bill for the part B, it was like \$925. So I called them back, the Social Security office back, and she said they had made a mistake or they charged it up to May or something, and it could be 585 or... Still, I

still can't afford that, so she said if I could get some insurance that was affiliated with my job, she called it like group insurance or something like that. But I, I didn't know if it was too late or not.

Speaker speaker_0: And you are looking for medical insurance, right?

Speaker speaker_1: Yes. Yes, ma'am.

Speaker speaker_0: Okay. Uh, let me pull up your file. What's the last four of your social?

Speaker speaker_1: 6125.

Speaker speaker_0: And, um, do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, January 31st, 1960. 245 South 39th Street.

Speaker speaker_0: Phone number 502-656-1037?

Speaker speaker_1: I what? My phone number?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Yeah. Yeah. That's right. 656-1037.

Speaker speaker_0: Okay. So I don't see... So you're outside of your personal open enrollment period. Um, they typically only give you 30 days from the date of your first check to get enrolled. Uh.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Now they do have an open enrollment period every year, but it looks like that typically takes place during December, January timeframe.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Yeah.

Speaker speaker_1: All right.

Speaker speaker_0: So at this point, the only way we would be able to get you enrolled into benefits is if you've recently experienced a qualifying life event. Um, that is something-

Speaker speaker_1: No.

Speaker speaker_0: ... that would have had to have taken place within the last 30 days.

Speaker speaker_1: No. I ain't did none of that. I was just wondering. I guess I'll just go without it and I'll be all right. 'Cause I try to make it to these sales funerals.

Speaker speaker_0: Okay.

Speaker speaker_1: 'Cause I cannot-

Speaker speaker_0: Yeah, like I said, they-

Speaker speaker_1: I can't see nobody else. 'Cause they have to have plan B in order to get it through somewhere else, so I don't know. I will hang in there. Okay. Thank you.

Speaker speaker_0: All right. You're welcome.

Speaker speaker_1: All right.

Speaker speaker_0: You have a good day.

Speaker speaker_1: You too, babe. Bye bye.

Speaker speaker_0: Thank you. Bye bye.

Speaker speaker_2: I need to disconnect for you.