

Transcript: VICTORIA

Taylor-6237023174443008-6265665707360256

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, Victoria. How you doing? Good. How are you? All right. My name is Anthony Lane. I'm an associate of Partners Personnel, and they gave me this number to inquire about insurance. Okay, sure. Uh, what's the last four of your social? 5756. Great, and then, uh, do you mind verifying your address and date of birth? 9566 512 Millstone Parkway. And that's in Jonesboro, Georgia 30236? Yes, ma'am. Phone number 470-668-6143. Yes, ma'am. Okay, and then email is aplstyles@edmondson.com. Yes, ma'am. Okay. Are you a rehire with Partners Personnel? No, ma'am. Okay, 'cause I don't see that you're currently eligible to enroll into Benefits. Uh, they're not currently in a open enrollment period. Um, they may not be, but what do you call it when you have, uh, life-changing event? Oh, okay, so like a qualifying life event? Uh, yeah, I guess something. I just- So, um, okay, so I can send you instructions on how to submit that. Um, it would have to have been within the last 30 days. You mean the event? Yes, it... The event would have had to take place within the last 30 days. Okay, so question. When is open enrollment? Um, give me just one second. Let me see when they typically have it. Looks like they typically have it during October of every year. Okay, that's... All right. I need to see a dentist, and I can't wait till October. Um, so how would I go about trying to obtain insurance? 'Cause I been with Partners, like, I don't know, going on maybe eight months now. Something like that. And I never had insurance. Yeah, so- They were supposed to hire us on after 90 days. It's been, like, eight months. Okay. So, I mean, at this point, the only way you would be able to get enrolled is if you have a qualifying life event. Um, and again, that would have had to take place within the last 30 days, and there's only certain life events. So I did send you an email with the, uh, different life events that would qualify, the specific documentation we would need for each and how you go about submitting that to us. Unfortunately, if you do not qualify for one of those life events, you will have to wait for the next company open enrollment period, which typically takes place in October. Okay, so a toothache wouldn't qualify as a life-changing event? No, sir. There's loss of benefits, must be involuntary, marriage, divorce, death, birth, adoption, being named as legal guardian, qualifying a government assistance, loss of government assistance and being eligible for new benefits. Okay, so how can I just see a dentist? So if you're just wanting to see a dentist, then that's something you would have to research, and you would be responsible for paying for. Exactly. As far as getting you enrolled into Benefits, we cannot do that. You are outside of the company's open enrollment period. So the only way to get you enrolled into the insurance is if you have a qualifying life event. If you do not, you will have to wait for the company's open enrollment period. Okay, so what about a rehire? Well, I would have to verify that you are a rehire with Partners Personnel, but you said that you were not. Oh, but hell, so as much as this teeth hurting, I can... I can leave and come back. How long you have to be gone? Um, it really depends on your employer. I think typically

you have to be in between assignments, uh, for at least 90 days to be considered a rehire. Okay, well, 90 days is better than October. Hmm. Right now, I'm losing sleep. I can't even speak, my whole head is swoll up, so... All right, I'll call in... I'll call back out Personnel and see if, um, see if I'm in rehire status. I don't know. Maybe I can get back instead of waiting till October. Okay. Do you need help with anything else? I think that's it. All right. You have a wonderful day. You too.

Conversation Format

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

Speaker speaker_1: Hey, Victoria. How you doing?

Speaker speaker_0: Good. How are you?

Speaker speaker_1: All right. My name is Anthony Lane. I'm an associate of Partners Personnel, and they gave me this number to inquire about insurance.

Speaker speaker_0: Okay, sure. Uh, what's the last four of your social?

Speaker speaker_1: 5756.

Speaker speaker_0: Great, and then, uh, do you mind verifying your address and date of birth?

Speaker speaker_1: 9566 512 Millstone Parkway.

Speaker speaker_0: And that's in Jonesboro, Georgia 30236?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Phone number 470-668-6143.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, and then email is aplstyles@edmondson.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Are you a rehire with Partners Personnel?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Okay, 'cause I don't see that you're currently eligible to enroll into Benefits. Uh, they're not currently in a open enrollment period.

Speaker speaker_1: Um, they may not be, but what do you call it when you have, uh, life-changing event?

Speaker speaker_0: Oh, okay, so like a qualifying life event?

Speaker speaker_1: Uh, yeah, I guess something. I just-

Speaker speaker_0: So, um, okay, so I can send you instructions on how to submit that. Um, it would have to have been within the last 30 days.

Speaker speaker_1: You mean the event?

Speaker speaker_0: Yes, it... The event would have had to take place within the last 30 days.

Speaker speaker_1: Okay, so question. When is open enrollment?

Speaker speaker_0: Um, give me just one second. Let me see when they typically have it. Looks like they typically have it during October of every year.

Speaker speaker_1: Okay, that's... All right. I need to see a dentist, and I can't wait till October. Um, so how would I go about trying to obtain insurance? 'Cause I been with Partners, like, I don't know, going on maybe eight months now. Something like that. And I never had insurance.

Speaker speaker_0: Yeah, so-

Speaker speaker_1: They were supposed to hire us on after 90 days. It's been, like, eight months.

Speaker speaker_0: Okay. So, I mean, at this point, the only way you would be able to get enrolled is if you have a qualifying life event. Um, and again, that would have had to take place within the last 30 days, and there's only certain life events. So I did send you an email with the, uh, different life events that would qualify, the specific documentation we would need for each and how you go about submitting that to us. Unfortunately, if you do not qualify for one of those life events, you will have to wait for the next company open enrollment period, which typically takes place in October.

Speaker speaker_1: Okay, so a toothache wouldn't qualify as a life-changing event?

Speaker speaker_0: No, sir. There's loss of benefits, must be involuntary, marriage, divorce, death, birth, adoption, being named as legal guardian, qualifying a government assistance, loss of government assistance and being eligible for new benefits.

Speaker speaker_1: Okay, so how can I just see a dentist?

Speaker speaker_0: So if you're just wanting to see a dentist, then that's something you would have to research, and you would be responsible for paying for.

Speaker speaker_1: Exactly.

Speaker speaker_0: As far as getting you enrolled into Benefits, we cannot do that. You are outside of the company's open enrollment period. So the only way to get you enrolled into the insurance is if you have a qualifying life event. If you do not, you will have to wait for the company's open enrollment period.

Speaker speaker_1: Okay, so what about a rehire?

Speaker speaker_0: Well, I would have to verify that you are a rehire with Partners Personnel, but you said that you were not.

Speaker speaker_1: Oh, but hell, so as much as this teeth hurting, I can... I can leave and come back. How long you have to be gone?

Speaker speaker_0: Um, it really depends on your employer. I think typically you have to be in between assignments, uh, for at least 90 days to be considered a rehire.

Speaker speaker_1: Okay, well, 90 days is better than October. Hmm. Right now, I'm losing sleep. I can't even speak, my whole head is swoll up, so... All right, I'll call in... I'll call back out Personnel and see if, um, see if I'm in rehire status. I don't know. Maybe I can get back instead of waiting till October.

Speaker speaker_0: Okay. Do you need help with anything else?

Speaker speaker_1: I think that's it.

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

Speaker speaker_1: You too.