

Transcript: VICTORIA

Taylor-6240651396988928-5449301726543872

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, Victoria. I just saw this text get on my phone, talking about benefits from Partners. Okay. Yeah, this would be for their medical insurance. Oh, for the medical insurance? Yes, sir. Okay. No, I thought it was something else. Um, so I can... I work with Partners from the 30th of April of this year. So I, I can, um, apply for spectacles if I choose to? I'm sorry, can you repeat that? I said can I apply for spectacles, new pair of glasses? You mean like vision coverage? Yes, vision coverage. Okay. Um, let me pull up your file. Um, are you a new hire with them? Mm-hmm. No, I've been here... I've been with them since April 30th. Okay. Oh, okay. Let me pull up your file. Sure. 'Cause y- you only... As a new hire, the only... Well, in general, the only ways to enroll is if you're a new hire, which they give you 30 days from the date of your first check to get enrolled. Mm-hmm. And then the only other way to enroll is during the company's open enrollment period, which I don't believe they're currently in. Yeah, I already enrolled with them already. I already got the, uh, vision, sm- property damage insurance ready. Oh. I just wanna get it covered. Okay, so you're already enrolled into coverage with them? Yes, ma'am. Okay. Uh, what's the last four of your Social? Uh, 0346. And your first and last name? Michael Straker. And do you mind verifying your address and date of birth? 5688 Winfall Lane, Latonia, Georgia 30058 is the area code. And my date of birth is the 10th of September '68. And then phone number 404-600-9804? Yes, ma'am. And then email is gonna be michael and then N-A-H, uh, your last name @yahoo.com? Yes, ma'am. Okay. Um, I see that you were enrolled into coverage, but it looks like it hasn't been active since the 20th of October and it rolled over to COBRA. No, it could not. I, I, um, I worked with Biolabs up till the 30th of September, okay? And then Biolabs, Biolabs caught fire on the 30th of September. And then I worked two weeks with, um, with Woodbridge. That's a company that makes, um, seats. All these companies I work with is Partners. You on me? Yeah. So, but what I'm trying to, uh, tell you is that currently you're not enrolled into anything. The last day you had active coverage with us was on October 20th and it rolled over to COBRA because we didn't receive a payroll deduction for more than four weeks. Wow. Yeah. So I mean, we can reinstate the coverage that you had, but currently you're not enrolled into anything. You're not enrolled? Wow. And they, they, they didn't inform me of anything? Okay, thank you. You're welcome. Did you want to reinstate the benefits you had previously? No, I will reinstate it, um, when they put me back on the... When they... When I get a next job from them, because I worked two weeks in November. I haven't gotten any job. They told me to call them and I called, but I haven't got anything as yet. Okay. So I'm home right now. So as soon as they... I get the employment, I'll enroll again. Okay. Yeah. Was there anything else you might need help with? Not that I... Uh, but you says medical, so if you can't help me there. 'Cause like I said, I, I haven't been working and you can't help me over

there on unemployment. So, yeah. Can you? No, we don't handle the job assignments. We just handle the insurance. Okay. All right. Yeah. Thank you. So if... Yeah, if you decide you- Mm-hmm. ... reinstate the coverage you previously had, just give us a call so we can- Yes, I will do that. Good. Yeah. Well, have a good day. Thank you. All right. You have a good one too. Thank you. Buh-bye. All right.

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, Victoria. I just saw this text get on my phone, talking about benefits from Partners.

Speaker speaker_1: Okay. Yeah, this would be for their medical insurance.

Speaker speaker_2: Oh, for the medical insurance?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. No, I thought it was something else. Um, so I can... I work with Partners from the 30th of April of this year. So I, I can, um, apply for spectacles if I choose to?

Speaker speaker_1: I'm sorry, can you repeat that?

Speaker speaker_2: I said can I apply for spectacles, new pair of glasses?

Speaker speaker_1: You mean like vision coverage?

Speaker speaker_2: Yes, vision coverage.

Speaker speaker_1: Okay. Um, let me pull up your file. Um, are you a new hire with them? Mm-hmm.

Speaker speaker_2: No, I've been here... I've been with them since April 30th.

Speaker speaker_1: Okay.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Let me pull up your file.

Speaker speaker_2: Sure.

Speaker speaker_1: 'Cause y- you only... As a new hire, the only... Well, in general, the only ways to enroll is if you're a new hire, which they give you 30 days from the date of your first check to get enrolled.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then the only other way to enroll is during the company's open enrollment period, which I don't believe they're currently in.

Speaker speaker_2: Yeah, I already enrolled with them already. I already got the, uh, vision, sm- property damage insurance ready.

Speaker speaker_1: Oh.

Speaker speaker_2: I just wanna get it covered.

Speaker speaker_1: Okay, so you're already enrolled into coverage with them?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Uh, what's the last four of your Social?

Speaker speaker_2: Uh, 0346.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Michael Straker.

Speaker speaker_1: And do you mind verifying your address and date of birth?

Speaker speaker_2: 5688 Winfall Lane, Latonia, Georgia 30058 is the area code. And my date of birth is the 10th of September '68.

Speaker speaker_1: And then phone number 404-600-9804?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email is gonna be michael and then N-A-H, uh, your last name @yahoo.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Um, I see that you were enrolled into coverage, but it looks like it hasn't been active since the 20th of October and it rolled over to COBRA.

Speaker speaker_2: No, it could not. I, I, um, I worked with Biolabs up till the 30th of September, okay? And then Biolabs, Biolabs caught fire on the 30th of September. And then I worked two weeks with, um, with Woodbridge. That's a company that makes, um, seats. All these companies I work with is Partners. You on me?

Speaker speaker_1: Yeah. So, but what I'm trying to, uh, tell you is that currently you're not enrolled into anything. The last day you had active coverage with us was on October 20th and it rolled over to COBRA because we didn't receive a payroll deduction for more than four weeks.

Speaker speaker_2: Wow.

Speaker speaker_1: Yeah. So I mean, we can reinstate the coverage that you had, but currently you're not enrolled into anything.

Speaker speaker_2: You're not enrolled? Wow. And they, they, they didn't inform me of anything? Okay, thank you.

Speaker speaker_1: You're welcome. Did you want to reinstate the benefits you had previously?

Speaker speaker_2: No, I will reinstate it, um, when they put me back on the... When they... When I get a next job from them, because I worked two weeks in November. I haven't gotten any job. They told me to call them and I called, but I haven't got anything as yet.

Speaker speaker_1: Okay.

Speaker speaker_2: So I'm home right now. So as soon as they... I get the employment, I'll enroll again.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah.

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

Speaker speaker_2: Not that I... Uh, but you says medical, so if you can't help me there. 'Cause like I said, I, I haven't been working and you can't help me over there on unemployment. So, yeah. Can you?

Speaker speaker_1: No, we don't handle the job assignments. We just handle the insurance.

Speaker speaker_2: Okay. All right. Yeah. Thank you.

Speaker speaker_1: So if... Yeah, if you decide you-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... reinstate the coverage you previously had, just give us a call so we can-

Speaker speaker_2: Yes, I will do that.

Speaker speaker_1: Good.

Speaker speaker_2: Yeah.

Speaker speaker_1: Well, have a good day.

Speaker speaker_2: Thank you. All right. You have a good one too.

Speaker speaker_1: Thank you. Buh-bye.

Speaker speaker_2: All right.