

Transcript: VICTORIA

Taylor-6243766164832256-5583828769882112

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. My name is Jessica Wilbert. Yes, I just wanna get some information on how do I go about switching over to family plan? Okay. Um, let me pull up your file. What's the name of the agency you work for? Uh, Crown Healthcare. And the last... Okay. The last four of your social? 5777. Okay. And first name is Jessica, last name is, uh, Wilbert? Correct. Okay. Uh, do you mind verifying your address and date of birth? Yes. So date of birth, October 11, 1971. Address, 702 Carbonell Drive, Oak Grove, Kentucky, 43262. And then phone number, 605-4440? Correct. Email is, uh, wilbertjessica71@gmail. Can you say that again? Uh, email is gonna be wilbertjessica71@gmail.com? Correct, yes. Okay. Um, let's see. So currently, Crown Services is not in that open, open enrollment period. Um, so we- Oh, okay. ... would not be able to, uh, upgrade you to it. Do anything, right? Yeah, not until the next open enrollment period. Which is, do you know when is that? Well, it looks like they typically have it during the December, um, January timeframe. This year it ended on the 3rd of January. Oh my God. So I missed it. Okay. Mm-hmm. So that's not gonna happen until next year. Yeah. Yes, ma'am. Okay. I see. I see. So now what if I wanna get, um... So that, that, that, that's for everything? Right? Yeah. The only change- Even if this is for myself? Right. Yeah. The only change I could do is a cancellation. We cannot switch you to another medical plan or add onto the enrollment- Right. ... or change the coverage level. Oh. Okay. Okay, I see. Oh my goodness. All right. Okay. I guess I just have to wait. Yes, ma'am. Um, the only other time we would be able to make changes to the enrollment is if you've recently had, like, a qualifying life event. Um, that is something that you would have to report to us within 30 days of the event. Um... Okay. I know, like, um- Yes, can you please explain that? Yes. Let's see. So, um, involuntary loss of benefits is a qualifying life event, getting married, getting divorced, uh, death, birth, adoption, uh, being named as a legal guardian, qualifying of government assistance, loss of government assistant, uh, benefits, and being eligible for new benefits. Those are the different life events. Okay. I see. So those are the ones that, um... I see. I see. Okay. All right. Thank you. You're welcome. What you need, is there anything- I don't have any of those things, yes. No, I actually, um, I just wanna add my son on 'cause, uh, my son is actually suffering from schizophrenia, and he's currently living with me, and, um, every day I have to deal with his mood swings. So it's time- I understand. ... for me to, right, take him in to see a psychiatrist. Gotcha. I'm sorry to hear about that. Yeah. Right, yes, so I was hoping that, um, you know, I can do this for him. Yeah, I mean, unfortunately... So, um, yeah. Mm-hmm. I don't see anything on the, uh, qualifying life events that is, like, medical related, unfortunately. Right, right, right. Okay. So then the best thing to do- Okay, yeah. ... wait for the next open enrollment if you can. Right. Okay. Well, I'll do that. I don't have a choice. Okay. But thank

you. Yes. You're welcome. All right. 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: Hi, Victoria. My name is Jessica Wilbert. Yes, I just wanna get some information on how do I go about switching over to family plan?

Speaker speaker_1: Okay. Um, let me pull up your file. What's the name of the agency you work for?

Speaker speaker_2: Uh, Crown Healthcare.

Speaker speaker_1: And the last... Okay. The last four of your social?

Speaker speaker_2: 5777.

Speaker speaker_1: Okay. And first name is Jessica, last name is, uh, Wilbert?

Speaker speaker_2: Correct.

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

Speaker speaker_2: Yes. So date of birth, October 11, 1971. Address, 702 Carbonell Drive, Oak Grove, Kentucky, 43262.

Speaker speaker_1: And then phone number, 605-4440?

Speaker speaker_2: Correct.

Speaker speaker_1: Email is, uh, wilbertjessica71@gmail.

Speaker speaker_2: Can you say that again?

Speaker speaker_1: Uh, email is gonna be wilbertjessica71@gmail.com?

Speaker speaker_2: Correct, yes.

Speaker speaker_1: Okay. Um, let's see. So currently, Crown Services is not in that open, open enrollment period. Um, so we-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... would not be able to, uh, upgrade you to it.

Speaker speaker_2: Do anything, right?

Speaker speaker_1: Yeah, not until the next open enrollment period.

Speaker speaker_2: Which is, do you know when is that?

Speaker speaker_1: Well, it looks like they typically have it during the December, um, January timeframe. This year it ended on the 3rd of January.

Speaker speaker_2: Oh my God. So I missed it. Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So that's not gonna happen until next year.

Speaker speaker_1: Yeah. Yes, ma'am.

Speaker speaker_2: Okay. I see. I see. So now what if I wanna get, um... So that, that, that, that's for everything? Right?

Speaker speaker_1: Yeah. The only change-

Speaker speaker_2: Even if this is for myself? Right.

Speaker speaker_1: Yeah. The only change I could do is a cancellation. We cannot switch you to another medical plan or add onto the enrollment-

Speaker speaker_2: Right.

Speaker speaker_1: ... or change the coverage level.

Speaker speaker_2: Oh. Okay. Okay, I see. Oh my goodness. All right. Okay. I guess I just have to wait.

Speaker speaker_1: Yes, ma'am. Um, the only other time we would be able to make changes to the enrollment is if you've recently had, like, a qualifying life event. Um, that is something that you would have to report to us within 30 days of the event. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: I know, like, um-

Speaker speaker_2: Yes, can you please explain that? Yes.

Speaker speaker_1: Let's see. So, um, involuntary loss of benefits is a qualifying life event, getting married, getting divorced, uh, death, birth, adoption, uh, being named as a legal guardian, qualifying of government assistance, loss of government assistant, uh, benefits, and being eligible for new benefits. Those are the different life events.

Speaker speaker_2: Okay. I see. So those are the ones that, um... I see. I see. Okay. All right. Thank you.

Speaker speaker_1: You're welcome

Speaker speaker_3: What you need, is there anything-

Speaker speaker_2: I don't have any of those things, yes. No, I actually, um, I just wanna add my son on 'cause, uh, my son is actually suffering from schizophrenia, and he's currently

living with me, and, um, every day I have to deal with his mood swings. So it's time-

Speaker speaker_1: I understand.

Speaker speaker_2: ... for me to, right, take him in to see a psychiatrist.

Speaker speaker_1: Gotcha. I'm sorry to hear about that.

Speaker speaker_2: Yeah. Right, yes, so I was hoping that, um, you know, I can do this for him.

Speaker speaker_1: Yeah, I mean, unfortunately...

Speaker speaker_2: So, um, yeah. Mm-hmm.

Speaker speaker_1: I don't see anything on the, uh, qualifying life events that is, like, medical related, unfortunately.

Speaker speaker_2: Right, right, right. Okay.

Speaker speaker_1: So then the best thing to do-

Speaker speaker_2: Okay, yeah.

Speaker speaker_1: ... wait for the next open enrollment if you can.

Speaker speaker_2: Right. Okay. Well, I'll do that. I don't have a choice. Okay. But thank you. Yes.

Speaker speaker_1: You're welcome.

Speaker speaker_2: All right. Bye-bye.