

Transcript: VICTORIA

Taylor-6250835130925056-5310890946019328

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? Um, yes, I was calling because I just called my job and they told me to call you guys for the, for I guess the dental insurance or dental coverage. Okay. What's the name of the agency you work for? Partner Personal. And the last four of your Social? 3638. And your first and last name? Damon Beaufort. Okay. Uh, do you mind verifying your address and date of birth? Um, you got... I, I just recently moved so but you guys should have, uh, 2950 South Decatur, Apartment E12. Not, uh, uh... Damn, the ZIP code 891... 89102. Okay. Phone number is 702-563-5836? No. Uh, my new number is, um, 213-605-6541. Okay. And then, uh, email's gonna be dbactive67@gmail.com? Yes. Okay. Um, let's see. And just to make sure, does the mailing address need to be updated? Uh, yeah. Okay. What does need to be updated to? Uh, 3301 Civic Center Drive. And that's Las Vegas, Nevada. I mean, North Las Vegas. Can you spell that first word? Uh, Civic Center. Yes, sir. Civic like C-I-V... C-I-V-I-C and then center, C-E-N-T-E-R, it's a space. Okay. And is the ZIP code still the same, 89102? No, 89030. 89030. Okay. Um, let's see. Okay. So I don't see that you're enrolled into anything currently, um, and it looks like your personal open enrollment period ended on September 18th. So, um- I wouldn't be able to get no coverage. Yeah. Uh, currently Partners Personnel is not in a open enrollment period, so the only way we would be able to get you enrolled is if you've recently experienced a qualifying life event. Like what does that mean? Um, so I know there's a couple different ones, getting married, um, involuntary loss of benefits, getting divorced. Um, let me pull up the full list, give me one second. Okay. So involuntary loss of benefits, getting married, getting divorced, death, birth, adoption, being named as a legal guardian, qualifying of government assistance, loss of government assistance, and being eligible for new benefits. Um, and it would've had to have some... It, it, it would have to be something that has happened within the last 30 days. Oh, okay. All righty. Well, thank you. You're welcome. Did you need help with anything else? No, I just need to go to the dentist. My, my wisdom teeth is hurting bad. I understand. Okay. Um, well, I know the only other way to get enrolled is during the company's open enrollment period and they typically have that during the October timeframe. Um, so once the open enrollment starts back up again next year, you'll be able to get enrolled. Well, as of right now, I just gotta go to the dentist and pay on my own, huh? Yeah. Unfortunately, we wouldn't be able to get you enrolled at this point. Okay, thank you. You're welcome. Yeah.

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: Um, yes, I was calling because I just called my job and they told me to call you guys for the, for I guess the dental insurance or dental coverage.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: Partner Personal.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 3638.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Damon Beaufort.

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

Speaker speaker_2: Um, you got... I, I just recently moved so but you guys should have, uh, 2950 South Decatur, Apartment E12. Not, uh, uh... Damn, the ZIP code 891... 89102.

Speaker speaker_1: Okay. Phone number is 702-563-5836?

Speaker speaker_2: No. Uh, my new number is, um, 213-605-6541.

Speaker speaker_1: Okay. And then, uh, email's gonna be dbactive67@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, let's see. And just to make sure, does the mailing address need to be updated?

Speaker speaker_2: Uh, yeah.

Speaker speaker_1: Okay. What does need to be updated to?

Speaker speaker_2: Uh, 3301 Civic Center Drive. And that's Las Vegas, Nevada. I mean, North Las Vegas.

Speaker speaker_1: Can you spell that first word?

Speaker speaker_2: Uh, Civic Center.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Civic like C-I-V... C-I-V-I-C and then center, C-E-N-T-E-R, it's a space.

Speaker speaker_1: Okay. And is the ZIP code still the same, 89102?

Speaker speaker_2: No, 89030.

Speaker speaker_1: 89030. Okay. Um, let's see. Okay. So I don't see that you're enrolled into anything currently, um, and it looks like your personal open enrollment period ended on

September 18th. So, um-

Speaker speaker_2: I wouldn't be able to get no coverage.

Speaker speaker_1: Yeah. Uh, currently Partners Personnel is not in a open enrollment period, so the only way we would be able to get you enrolled is if you've recently experienced a qualifying life event.

Speaker speaker_2: Like what does that mean?

Speaker speaker_1: Um, so I know there's a couple different ones, getting married, um, involuntary loss of benefits, getting divorced. Um, let me pull up the full list, give me one second. Okay. So involuntary loss of benefits, getting married, getting divorced, death, birth, adoption, being named as a legal guardian, qualifying of government assistance, loss of government assistance, and being eligible for new benefits. Um, and it would've had to have some... It, it, it would have to be something that has happened within the last 30 days.

Speaker speaker_2: Oh, okay. All righty. Well, thank you.

Speaker speaker_1: You're welcome. Did you need help with anything else?

Speaker speaker_2: No, I just need to go to the dentist. My, my wisdom teeth is hurting bad.

Speaker speaker_1: I understand. Okay. Um, well, I know the only other way to get enrolled is during the company's open enrollment period and they typically have that during the October timeframe. Um, so once the open enrollment starts back up again next year, you'll be able to get enrolled.

Speaker speaker_2: Well, as of right now, I just gotta go to the dentist and pay on my own, huh?

Speaker speaker_1: Yeah. Unfortunately, we wouldn't be able to get you enrolled at this point.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_2: Yeah.