

## **Transcript: VICTORIA**

**Taylor-6259910878740480-5757502784323584**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on ACARS. This is Victoria. How can I help you? Hi. Um, I was wondering, so I just enrolled in benefits just recently because I thought I was gonna quit my other job. Um, but I, um... but I want to, like, unenroll because I still have benefits at my other job still. Okay. Uh, what's the name of the agency you work for? Uh, Around the Clock Care, ATC. And the last four of your Social? 9403. And, uh, your first and last name? Kayla Pentland. Okay. Uh, do you mind verifying your address and date of birth? 104 North Factory Street, Clarksville, PA, 15322, 3/14/98. And then phone number 724-377-0461? Yeah. Mm-hmm. And then, uh, email is gonna be kayla■■■■■1@gmail.com? Yes. Okay. So I do see that you are enrolled, um, and I can definitely go ahead and request for it to be canceled. I will say, um, unfortunately, cancellations are not immediate. Uh, they do typically take about one to two weeks to be processed through payroll. So there is a possibility you'll see one to two payroll deductions. If you do, it'll provide the coverage you're paying for until the cancellation has been processed. Okay. And then, um, in the future though, so whenever I... let's say I loo- like, I leave my other job, is there an- another time frame to re-enroll? Or how d- would that be a possibility in the future, or do you have to wait for the timeframe? Um, so typically, you would just have to wait for the next company open enrollment period, which more than likely will be around the same time next year, December timeframe. Um, the only other way to get enrolled into benefits outside of that open enrollment period is if you qualify for a life event, um, which I know a loss of... involuntary loss of benefits is one of the qualifying life events. Um, so what we would do from there is we would send you an email with instructions on how to submit a qualifying life event. It's gonna ask for specific documentation just depending on the life event that you're going for. Um, and then once you submit the documentation it's asking for, we would forward that over to our eligibility team who would let us know if the life event is approved or not. Okay. All right. Thank you. Yeah, you're welcome. Um, was there anything else you might need help with? No, that's all. All right. You have a wonderful day. You too. Thank you. Thank you. 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 ACARS. This is Victoria. How can I help you?

Speaker speaker\_2: Hi. Um, I was wondering, so I just enrolled in benefits just recently because I thought I was gonna quit my other job. Um, but I, um... but I want to, like, unenroll because I still have benefits at my other job still.

Speaker speaker\_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker\_2: Uh, Around the Clock Care, ATC.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 9403.

Speaker speaker\_1: And, uh, your first and last name?

Speaker speaker\_2: Kayla Pentland.

Speaker speaker\_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker\_2: 104 North Factory Street, Clarksville, PA, 15322, 3/14/98.

Speaker speaker\_1: And then phone number 724-377-0461?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Mm-hmm. And then, uh, email is gonna be kayla■■■■■1@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So I do see that you are enrolled, um, and I can definitely go ahead and request for it to be canceled. I will say, um, unfortunately, cancellations are not immediate. Uh, they do typically take about one to two weeks to be processed through payroll. So there is a possibility you'll see one to two payroll deductions. If you do, it'll provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker\_2: Okay. And then, um, in the future though, so whenever I... let's say I loo-like, I leave my other job, is there an- another time frame to re-enroll? Or how d- would that be a possibility in the future, or do you have to wait for the timeframe?

Speaker speaker\_1: Um, so typically, you would just have to wait for the next company open enrollment period, which more than likely will be around the same time next year, December timeframe. Um, the only other way to get enrolled into benefits outside of that open enrollment period is if you qualify for a life event, um, which I know a loss of... involuntary loss of benefits is one of the qualifying life events. Um, so what we would do from there is we would send you an email with instructions on how to submit a qualifying life event. It's gonna ask for specific documentation just depending on the life event that you're going for. Um, and then once you submit the documentation it's asking for, we would forward that over to our eligibility team who would let us know if the life event is approved or not.

Speaker speaker\_2: Okay. All right. Thank you.

Speaker speaker\_1: Yeah, you're welcome. Um, was there anything else you might need help with?

Speaker speaker\_2: No, that's all.

Speaker speaker\_1: All right. You have a wonderful day.

Speaker speaker\_2: You too. Thank you.

Speaker speaker\_1: Thank you. Bye-bye.