

Transcript: VICTORIA

Taylor-6540454147178496-6557384908259328

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, is this Daniel? Yeah. Hey, this is Victoria with Benefits on a Card. Uh, just giving you a call back in regards to the medical insurance through Partners Personnel? Yeah. Hey. So I... We got your email, um, and we received the birth certificate that you, uh, sent over. But what... What we would actually need... Did you lose coverage for... Elsewhere because you turned 26? Yes. Um, well, when you turn 26, they dropped me. I was at Tiger with my father by 2026, and this January this year... So I've been trying to go through Medi-Cal, they declined me, and now I'm trying to go through my work or somewhere else. Okay. So turning 26 in itself is not a qualifying life event. Oh, okay. What is a qualifying life event is a loss of benefits. Oh, okay. So instead of your birth certificate, we would need a letter of credible coverage or any document showing the start and the end date of the coverage, along with the involuntary reason why you're no longer covered. Oh, okay. That, we would get from your previous insurance carrier. Now, another thing I'm going to point out is that it would only be a qualifying life event if that was... If you're doing this within 30 days of that event of losing your coverage. Yeah. Yeah. Okay. So what you need to do instead of sending your birth certificate to us, because we can't do anything with that, we need a letter from the previous insurance carrier with the start- Okay. ... and the end date of the coverage, as well as the reason why you're no longer covered with them. Okay, just send another PDF of that? Yeah, you can just send another email to us, PDF. Okay. Okay. All righty. I'll go ahead and do that, I'll try to get it as soon as possible, okay? All righty. Thank you so much. All right, thank you, Victoria. You're welcome. Have a good one.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hey, is this Daniel?

Speaker speaker_2: Yeah.

Speaker speaker_1: Hey, this is Victoria with Benefits on a Card. Uh, just giving you a call back in regards to the medical insurance through Partners Personnel?

Speaker speaker_2: Yeah.

Speaker speaker_1: Hey. So I... We got your email, um, and we received the birth certificate that you, uh, sent over. But what... What we would actually need... Did you lose coverage

for... Elsewhere because you turned 26?

Speaker speaker_2: Yes. Um, well, when you turn 26, they dropped me. I was at Tiger with my father by 2026, and this January this year... So I've been trying to go through Medi-Cal, they declined me, and now I'm trying to go through my work or somewhere else .

Speaker speaker_1: Okay. So turning 26 in itself is not a qualifying life event.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: What is a qualifying life event is a loss of benefits.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: So instead of your birth certificate, we would need a letter of credible coverage or any document showing the start and the end date of the coverage, along with the involuntary reason why you're no longer covered.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: That, we would get from your previous insurance carrier. Now, another thing I'm going to point out is that it would only be a qualifying life event if that was... If you're doing this within 30 days of that event of losing your coverage.

Speaker speaker_2: Yeah. Yeah.

Speaker speaker_1: Okay. So what you need to do instead of sending your birth certificate to us, because we can't do anything with that, we need a letter from the previous insurance carrier with the start-

Speaker speaker_2: Okay.

Speaker speaker_1: ... and the end date of the coverage, as well as the reason why you're no longer covered with them.

Speaker speaker_2: Okay, just send another PDF of that?

Speaker speaker_1: Yeah, you can just send another email to us, PDF.

Speaker speaker_2: Okay. Okay. All righty. I'll go ahead and do that, I'll try to get it as soon as possible, okay?

Speaker speaker_1: All righty. Thank you so much.

Speaker speaker_2: All right, thank you, Victoria.

Speaker speaker_1: You're welcome.

Speaker speaker_2: Have a good one.