

## Переписка с консультантов Florida Blue от 25 июля 2015

**Tan:** Thank you for contacting the sales department at Florida Blue, your Blue Cross and Blue Shield plan. My name is Tan and I am here for you. This chat will be recorded for quality assurance purposes. How may I help you today?

**You:** Hi1

**Tan:** Hi, how may I help you today?

**You:** We are non-us residents (tourists), and we have baby here, US citizen. Can we buy insurance for him ?

**You:** how can I find that type of plans ?

**Tan:** I'll be glad to help you today. We're currently outside open enrollment which ended on 2/15/15. You would need to fall under a life changing event within the last 60 days in order to purchase/change plans outside open enrollment.

**Tan:** Was the child just born?

**You:** 3 days ago

**You:** Parents are non-US citizens and dont need insurance. Only baby

**Tan:** Ok, congratulation. Yes, he can purchase a child only plan. You can view the plans online by going to [www.floridalblue.com](http://www.floridalblue.com) and clicking on shop our plans. He would have to do a paper application.

**Tan:** We would also need proof that the child was just born since we're outside open enrollment.

**You:** I did, nut I could not find "child only plan". Do I just fill up application setting up the birth date ?

**Tan:** All of the plans listed online can be purchase as a child only or individual/family plan,

**You:** As he were doning it by himself ?

**Tan:** When clicking on get a quote, just enter his DOB.

**Tan:** I'll be glad to go over the quote with you, as well as the documents needed to start an application.

**You:** What documents do you need ?

**Tan:** We would need discharge papers from this hospital.

**Tan:** With the new health care laws we would first need proof of your life changing event. It can either be faxed to 904-565-6132 or email in to Tan.Vo@FloridaBlue.com Once that is sent in, I will upload it for an approval and begin the application process.

**You:** I was on that page. When I click "Add to Cart", it writes me a message "Open Enrollment is not available at this time. However, you may qualify for Special Enrollment."

**Tan:** Correct, you can only get a quote online. You can't apply for a plan without an agent.

**Tan:** The process would be to send me the discharge papers and I would get the enrollment papers approved.

**Tan:** From there, I would email you a paper application. **You:** ok! I am in Miami, so can I go to the Agent to be helped or Blue office near Sawgrass Mall?

**Tan:** Absolutely.

**Tan:** Here is a phone number 877.352.5830 and a link to all our Florida Blue Store's <http://www.floridabluecenters.com/>

**You:** great! Will it cover NICU and all hospital expensis for the newborn ?

**Tan:** You would want to speak with the in store agent to go over the plan details.

**You:** Got it, I saw all deductibles and so on... just wondering

**You:** thank you

**Tan:** You're very welcome.

**Tan:** Is there anything else I can assist you with today?

**You:** no, thank you

**Tan:** It was a pleasure chatting with you. Should you need any further assistance, please click on the chat button and chat with us again.