Kelly

NEWSLETTER

Week of October 18, 2026

Daylight Saving Time Is Almost Over!

Daylight Saving Time ends on Sunday, November 1. Our schedules follow Pacific Time, so please take a moment to check whether the time change will affect the hours you work in your local time zone.

Your scheduled shift will not change in Pacific Time, but if you live somewhere that does not observe Daylight Saving Time, your local start and end times may shift by one hour.

Example: If your shift is 8:00 AM Pacific, someone in Puerto Rico currently starts at 11:00 AM local time. After the time change, that same 8:00 AM Pacific shift will begin at 12:00 PM in Puerto Rico.

📅 Please check your time zone ahead of November 1 so there are no surprise early—or late—logins!

Important Reminder: VPN Use & International Travel

Please remember that VPN use is not permitted while working.

If you are planning to travel outside of the country, please notify Scheduling or 33UL in advance so the appropriate guidance can be provided before your trip.

Taking care of this ahead of time can help prevent login, scheduling, or access issues while you are away.

Friendly Reminder: Plan Schedule Changes Ahead

Schedule changes take time to process. Please submit requests at least one month in advance whenever possible.

Last-minute changes may not be accommodated, so plan ahead!

Quick Call Reminders

A few simple habits can make a big difference during every call:

- Stay in your role. Facilitate communication without taking over the conversation or making decisions for either party.
- Refresh the LP if you are left on hold with them for an extended period.
- Interpret completely. Do not summarize, add, or leave information out.
- Ask for clarification when something is unclear instead of guessing.
- Before disconnecting, confirm the interaction is actually complete and follow the client's closing protocol.
- End professionally with a brief, courteous sign-off when appropriate.

Clear and complete communication from start to finish!



WEEKLY NEWSLETTER

Open Enrollment Reminder

Open Enrollment is one of the busiest times of the year for healthcare calls. Please remember:

- Keep plan names and medication names exactly as stated.
- Be careful not to confuse Medicare and Medicaid.
- Double-check dates, dollar amounts, IDs, and phone numbers.
- Ask for repetition or spelling if something is unclear. Never guess.
- Interpret everything completely. Do not summarize or leave information out.
- Stay neutral and do not recommend plans or give personal opinions.
- Keep a calm, clear, professional tone throughout the call.

Accuracy matters, especially during important healthcare decisions.



Last Week's Answer

Emma!

Yes — Emma was our mystery animal lover with **8 pets: 3 cats, 3 guinea pigs, and 2 aquatic turtles.**

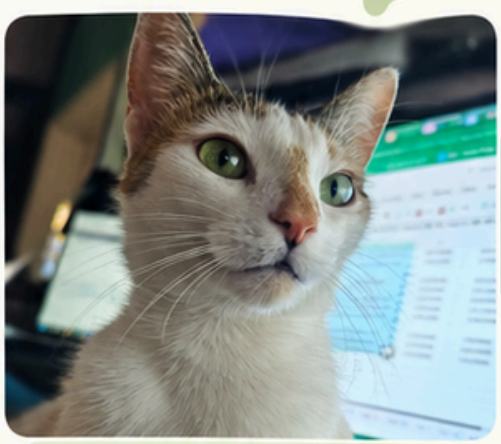
Meet the crew behind last week's pet challenge! From turtles to guinea pigs to a full cat squad, Emma definitely understood the assignment.



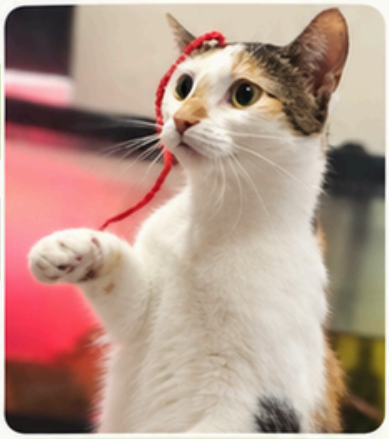
Bob
African sideneck turtle



Vader



Leiah
Emma's work buddy



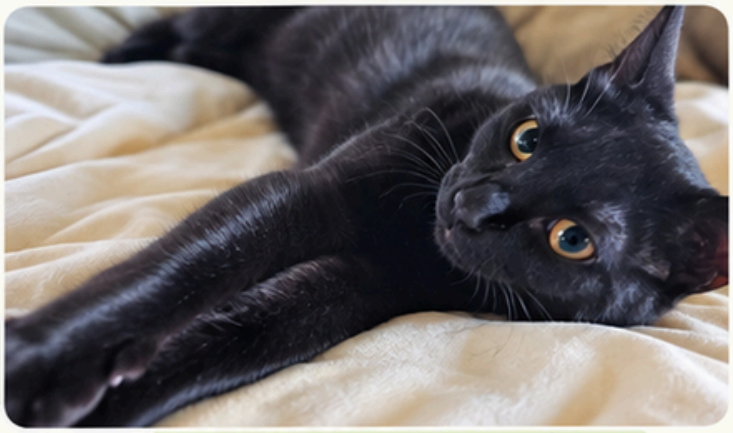
Bonus cat moment



Carmela
The one with the crazy hair



Cafe and Leche
You can imagine which one is which



Phasma
Rescue kitty



Sam

Kelly

Holiday Photo Share

Different places. Brighter perspectives.

Show us a photo from your last vacation, your favorite vacation spot, or a special place in your home country.

With the holiday season approaching, we'd love to see the places that mean something to you. Share a favorite travel memory or a photo from somewhere special.

Ideas to Share:

- Your last vacation
- Your favorite place you've visited
- A special place in your home country



Beach Vibes



Exploring New Places



Mountains = Happiness



Home Sweet Home

Send your photo and a short caption to be featured in an upcoming newsletter!