

## Transcript: Justin

**Mills-4542173979131904-5908246511009792**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Yes, we know that. Yes, we are. Um- Thank you for calling Benefits in a Card. This is Justin. How can I help you today? How you doing, sir? Um, I was trying to find out, um, one, what my member ID is, and two, um, if I could get a copy of my insurance card? I was never provided with one. Yeah, I could possibly email it to you. What's the staffing agency you work for? Serge. And the last four of your Social? Five, three, seven, five. And what was your first and last name? Alexander Wilkinson. And for security purposes, can you verify your home address, including city, state and zip code, Alexander? It's 1905 Holiday Circle, Phoenix City, Alabama, three, six, eight, six, seven. And your date of birth? Uh, February 23rd, 1997. And a good telephone number have is 313-913-8441. Yes, sir. And the email I have is wilkinson.alex2@gmail.com. Yes, sir. Okay. Well, here, do you mind if I place you on a brief hold while I email that information to you? That's fine. Okay. Daddy. Daddy. See, Dad. Hello, are you still there? Yes, sir. Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card to the email we had on file. Email that- Okay. ... you should be looking out for will be coming from info, that's I-S-F-O, @benefitsinacard.com, okay? I'm getting a party. Okay. Um- Okay. And then I also had a question. Um, does this also cover, uh, my family as well? Um, so I'm just only seeing employee only coverage due to the fact that Serge auto-enrolled you into that medical plan. Okay. Is there a way to make any change or additions to that? Uh, let's see. So looking at the hire date, you're outside of your personal open enrollment period, which is 30 days from your first paycheck. And Serge had their company open enrollment period back in August. So honestly- Mm-hmm. ... if they wanted to make any changes or upgrades, you would have to experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage, or waiting until Serge's next open enrollment period. Well, um, so me being married i- that's not a significant reason to... Well, did you- ... hire someone. ... recently get married in the past 30 days? No. Okay. Then no, sir. Marriage wouldn't be a qualified life event. You'd have to have a qualified life event within the past 30 days. Yeah, sure. Okay. Thank you. You're welcome. You have a great weekend, okay? You too. All right, bye-bye.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Yes, we know that. Yes, we are. Um-

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_1: How you doing, sir? Um, I was trying to find out, um, one, what my member ID is, and two, um, if I could get a copy of my insurance card? I was never provided with one.

Speaker speaker\_0: Yeah, I could possibly email it to you. What's the staffing agency you work for?

Speaker speaker\_1: Serge.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: Five, three, seven, five.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Alexander Wilkinson.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code, Alexander?

Speaker speaker\_1: It's 1905 Holiday Circle, Phoenix City, Alabama, three, six, eight, six, seven.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: Uh, February 23rd, 1997.

Speaker speaker\_0: And a good telephone number have is 313-913-8441.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email I have is wilkinson.alex2@gmail.com.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay. Well, here, do you mind if I place you on a brief hold while I email that information to you?

Speaker speaker\_1: That's fine.

Speaker speaker\_0: Okay.

Speaker speaker\_2: Daddy. Daddy. See, Dad.

Speaker speaker\_0: Hello, are you still there?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card to the email we had on file. Email that-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... you should be looking out for will be coming from info, that's I-S-F-O, @benefitsinacard.com, okay?

Speaker speaker\_2: I'm getting a party.

Speaker speaker\_1: Okay. Um-

Speaker speaker\_0: Okay.

Speaker speaker\_1: And then I also had a question. Um, does this also cover, uh, my family as well?

Speaker speaker\_0: Um, so I'm just only seeing employee only coverage due to the fact that Serge auto-enrolled you into that medical plan.

Speaker speaker\_1: Okay. Is there a way to make any change or additions to that?

Speaker speaker\_0: Uh, let's see. So looking at the hire date, you're outside of your personal open enrollment period, which is 30 days from your first paycheck. And Serge had their company open enrollment period back in August. So honestly-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... if they wanted to make any changes or upgrades, you would have to experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage, or waiting until Serge's next open enrollment period.

Speaker speaker\_1: Well, um, so me being married i- that's not a significant reason to...

Speaker speaker\_0: Well, did you-

Speaker speaker\_1: ... hire someone.

Speaker speaker\_0: ... recently get married in the past 30 days?

Speaker speaker\_1: No.

Speaker speaker\_0: Okay. Then no, sir. Marriage wouldn't be a qualified life event. You'd have to have a qualified life event within the past 30 days.

Speaker speaker\_1: Yeah, sure. Okay. Thank you.

Speaker speaker\_0: You're welcome. You have a great weekend, okay?

Speaker speaker\_1: You too.

Speaker speaker\_0: All right, bye-bye.