

## **Transcript: Justin**

**Mills-6011344196157440-4519665446371328**

### **Full Transcript**

... calling 90 Degree Benefits. Your call may be monitored or recorded for quality assurance purposes. The administrator for Benefits and the Card Members. All agents are currently assisting other callers. Please remain on the line and your call will be answered by the next agent. We appreciate your call. We appreciate your patience. Please remain on the line and we will be with you shortly. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. Huh? Yeah, 'cause they have to check eligibility, yes. Uh, no. You just gotta type out, be like, "Hey, this member was interested in the MVP enrollment. Can you please check if they're eligible?" 90 Degree Benefits, this is Lisa. How can I help you? Hey, Lisa. This is Justin from Benefits and a Card. How are you doing this morning? I'm good. How are you? I'm doing well. So, I actually have a member on my back line who signed up for the MVP enrollment and was trying to obtain her MVP policy number or information. Okay. Um, do you have the social? Um, yes. Let's see here. Um, 260-69-6153, and it's for Flor Alvarado. Mm. Mm. Hmm. Well, I show... Oh, that's December. Yeah, I show her MVP plan, uh, was only active... Wait, it says effective December 1st, and term December 1st. That doesn't make sense. Hmm. I don't understand why that would be like that. So, it shows the MVP effective 12/1/24 and term 12/1/24, and then it shows effective 12/2/24 and current, she just has the dental, vision, life, short-term disability, critical illness and accident. Okay, so it's not... Her MVP enrollment's not showing up as active? No, cor- That's correct. Okay. 'Cause I do see she became active in everything else as of December 2nd, and then Karen enrolled her into the MVP enrollment for effective December 1st. Um, so what I'll go ahead and do, um, I'll inform the member of what's going on, and then I'll reach out to Karen, see exactly what is going on and let her know that I was informed that this h- happened at, uh, 90 Degree Benefits. Um, but, but I really do appreciate it, Lisa. Okay. No problem. You have a good day. You do the same, okay? Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: ... calling 90 Degree Benefits.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_0: The administrator for Benefits and the Card Members. All agents are currently assisting other callers. Please remain on the line and your call will be answered by the next agent. We appreciate your call. We appreciate your patience. Please remain on the line and we will be with you shortly. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail.

Speaker speaker\_2: Huh? Yeah, 'cause they have to check eligibility, yes. Uh, no. You just gotta type out, be like, "Hey, this member was interested in the MVP enrollment. Can you please check if they're eligible?"

Speaker speaker\_3: 90 Degree Benefits, this is Lisa. How can I help you?

Speaker speaker\_2: Hey, Lisa. This is Justin from Benefits and a Card. How are you doing this morning?

Speaker speaker\_3: I'm good. How are you?

Speaker speaker\_2: I'm doing well. So, I actually have a member on my back line who signed up for the MVP enrollment and was trying to obtain her MVP policy number or information.

Speaker speaker\_3: Okay. Um, do you have the social?

Speaker speaker\_2: Um, yes. Let's see here. Um, 260-69-6153, and it's for Flor Alvarado.

Speaker speaker\_3: Mm. Mm. Hmm. Well, I show... Oh, that's December. Yeah, I show her MVP plan, uh, was only active... Wait, it says effective December 1st, and term December 1st. That doesn't make sense. Hmm. I don't understand why that would be like that. So, it shows the MVP effective 12/1/24 and term 12/1/24, and then it shows effective 12/2/24 and current, she just has the dental, vision, life, short-term disability, critical illness and accident.

Speaker speaker\_2: Okay, so it's not... Her MVP enrollment's not showing up as active?

Speaker speaker\_3: No, cor- That's correct.

Speaker speaker\_2: Okay. 'Cause I do see she became active in everything else as of December 2nd, and then Karen enrolled her into the MVP enrollment for effective December 1st. Um, so what I'll go ahead and do, um, I'll inform the member of what's going on, and then I'll reach out to Karen, see exactly what is going on and let her know that I was informed that this h- happened at, uh, 90 Degree Benefits. Um, but, but I really do appreciate it, Lisa.

Speaker speaker\_3: Okay. No problem. You have a good day.

Speaker speaker\_2: You do the same, okay?

Speaker speaker\_3: Thank you. Bye-bye.