

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hey, Malcolm. My name is Stella Mabila. I would like to know if, uh, my insurance is available now, I can use it? What staffing company do you work for? I work for Amtrak. What's the last four, ma'am? Excuse me? Hello? The last four numbers, please. Yes. The last what? The last four numbers, please. Hello? Oh, okay. The last four numbers. 0779. Yes, ma'am. Can you hear me? 0779. Yes, 0779. And for security purposes, can you verify your address and date of birth for me? Yes. Uh, 601 part of Huawei, US, Texas. The zip code is 76039. And the date of birth? 01/01/'88. Thank you. You're welcome. So it looks like you're still waiting for that first deduction to happen. Okay. But I'm trying to go to work, go to the ER now, so that means I will not have insurance? No, ma'am. You wouldn't have any... You wouldn't have active insurance right now if they, they hadn't taken out that first deduction yet. Because they told me I still have, uh, I still have doctor, uh, deductible, the one was for before. I just, like, add more, so that's the thing. It depends. That shows you if you had any active coverage at all, ma'am. You haven't had any all year. How did that happen? I've been having a insurance since I start work. Hello? Say that again, ma'am. I said, uh, the insurance has been active since I start working, so how, how I don't have anything at all? Your coverage doesn't start when you start working. The way that it works, whenever you get enrolled, it takes one to two weeks for the enrollment process. And once you see that first deduction from your paycheck and we see it in our system, then your coverage will become active the following Monday. Okay. All right. Well, was there anything else I could help you with today, Ms. Stella? No, thank you. All right. Then if there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week. Oh, you too. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hey, Malcolm. My name is Stella Mabila. I would like to know if, uh, my insurance is available now, I can use it?

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: I work for Amtrak.

Speaker speaker_0: What's the last four, ma'am?

Speaker speaker_1: Excuse me?

Speaker speaker_0: Hello? The last four numbers, please.

Speaker speaker_1: Yes. The last what?

Speaker speaker_0: The last four numbers, please.

Speaker speaker_1: Hello? Oh, okay.

Speaker speaker_0: The last four numbers.

Speaker speaker_1: 0779.

Speaker speaker_0: Yes, ma'am. Can you hear me?

Speaker speaker_1: 0779. Yes, 0779.

Speaker speaker_0: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Yes. Uh, 601 part of Huawei, US, Texas. The zip code is 76039.

Speaker speaker_0: And the date of birth?

Speaker speaker_1: 01/01/'88.

Speaker speaker_0: Thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_0: So it looks like you're still waiting for that first deduction to happen.

Speaker speaker_1: Okay. But I'm trying to go to work, go to the ER now, so that means I will not have insurance?

Speaker speaker_0: No, ma'am. You wouldn't have any... You wouldn't have active insurance right now if they, they hadn't taken out that first deduction yet.

Speaker speaker_1: Because they told me I still have, uh, I still have doctor, uh, deductible, the one was for before. I just, like, add more, so that's the thing.

Speaker speaker_0: It depends. That shows you if you had any active coverage at all, ma'am. You haven't had any all year.

Speaker speaker_1: How did that happen? I've been having a insurance since I start work. Hello?

Speaker speaker_0: Say that again, ma'am.

Speaker speaker_1: I said, uh, the insurance has been active since I start working, so how, how I don't have anything at all?

Speaker speaker_0: Your coverage doesn't start when you start working. The way that it works, whenever you get enrolled, it takes one to two weeks for the enrollment process. And

once you see that first deduction from your paycheck and we see it in our system, then your coverage will become active the following Monday.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: Well, was there anything else I could help you with today, Ms. Stella?

Speaker speaker_1: No, thank you.

Speaker speaker_0: All right. Then if there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_1: Oh, you too. Thank you.