

Transcript: Malcolm

Nash-4752106181804032-6301712464134144

Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, uh, good afternoon. I am calling to see if it's possible for me to, um, add somebody in my ex- my existing insurance. All right. What staffing company do you work for? Creative Circle. And what's the last four of your social? 8105. First name? Kristine. And last name is Ma- What's the first name? Uh, K-R-I-S-T-I-N-E. And last name? Uh, it's M-A-L-A-B-A-N-A-N. Okay. For security purposes, can you verify your address and date of birth for me? Yes. Uh, it's 1702 Northwoods Drive, Marietta, Georgia 30066. August 30, 1983. Could you repeat that address for me one more time? 1702 Northwoods Drive, Marietta, Georgia 30066. Thank you. So we got your phone number at 619-252-4240? Correct. And the email is lastname.kc@gmail.com? Mm-hmm. Thank you. And so you wanted to add someone to your coverage? Yes, if it's possible. I mean, just, uh, uh, I just want to add, uh, for dental, not- not the entire thing, if that's possible. Mm-hmm. So, unfortunately, it looks like you're outside of your personal open enrollment window, which is 30 days from the date you receive your first paycheck. Mm-hmm. So at this point, you'll have to wait until a company open enrollment period. You have to have a qualifying life event, such as marriage or divorce- Okay. ... having or adopting a child, or gaining or losing coverage from another carrier in order to make any additions. Uh, is- is, um, my husband losing his job considered an event? Uh, let me see. Ma'am, if I put you on a brief hold? Mm-hmm. Thank you. Hey, are you there, ma'am? Yeah. So does that mean he lost his coverage as well? Yes. Okay. Do you know how long it's been since it? Has it been 30 days since that happened? Yes. More- more than that, actually. Okay. So if it's been 30, it's been 30 days, then unfortunately it- it wouldn't count as a QLE 'cause it has to be submitted within 30 days after it's been happening. Oh, okay. All right. Um, okay, I'll let him know about that. Thank you. No problem, Ms. Christine. Was there anything else I could help you with today? Um, nope, that's it. Thank you so much for your help. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. Thank you. You too. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Hi, uh, good afternoon. I am calling to see if it's possible for me to, um, add somebody in my ex- my existing insurance.

Speaker speaker_0: All right. What staffing company do you work for?

Speaker speaker_1: Creative Circle.

Speaker speaker_0: And what's the last four of your social?

Speaker speaker_1: 8105.

Speaker speaker_0: First name?

Speaker speaker_1: Kristine. And last name is Ma-

Speaker speaker_0: What's the first name?

Speaker speaker_1: Uh, K-R-I-S-T-I-N-E.

Speaker speaker_0: And last name?

Speaker speaker_1: Uh, it's M-A-L-A-B-A-N-A-N.

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

Speaker speaker_1: Yes. Uh, it's 1702 Northwoods Drive, Marietta, Georgia 30066. August 30, 1983.

Speaker speaker_0: Could you repeat that address for me one more time?

Speaker speaker_1: 1702 Northwoods Drive, Marietta, Georgia 30066.

Speaker speaker_0: Thank you. So we got your phone number at 619-252-4240?

Speaker speaker_1: Correct.

Speaker speaker_0: And the email is lastname.kc@gmail.com?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Thank you. And so you wanted to add someone to your coverage?

Speaker speaker_1: Yes, if it's possible. I mean, just, uh, uh, I just want to add, uh, for dental, not- not the entire thing, if that's possible.

Speaker speaker_0: Mm-hmm. So, unfortunately, it looks like you're outside of your personal open enrollment window, which is 30 days from the date you receive your first paycheck.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So at this point, you'll have to wait until a company open enrollment period. You have to have a qualifying life event, such as marriage or divorce-

Speaker speaker_1: Okay.

Speaker speaker_0: ... having or adopting a child, or gaining or losing coverage from another carrier in order to make any additions.

Speaker speaker_1: Uh, is- is, um, my husband losing his job considered an event?

Speaker speaker_0: Uh, let me see. Ma'am, if I put you on a brief hold?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Thank you. Hey, are you there, ma'am?

Speaker speaker_1: Yeah.

Speaker speaker_0: So does that mean he lost his coverage as well?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Do you know how long it's been since it? Has it been 30 days since that happened?

Speaker speaker_1: Yes. More- more than that, actually.

Speaker speaker_0: Okay. So if it's been 30, it's been 30 days, then unfortunately it- it wouldn't count as a QLE 'cause it has to be submitted within 30 days after it's been happening.

Speaker speaker_1: Oh, okay. All right. Um, okay, I'll let him know about that. Thank you.

Speaker speaker_0: No problem, Ms. Christine. Was there anything else I could help you with today?

Speaker speaker_1: Um, nope, that's it. Thank you so much for your help.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Thank you. Bye.