

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card and this is Malcolm. How can I help you? Hi, Malcolm. Good morning. I'm calling... I got a missed call from this number, like, couple days ago and I just called in and the thing is- I can barely hear you, ma'am. Can you hear me now? Sounds like a lot going on in the background. Okay, sorry. Can you hear me now? Yes, ma'am. That's better. How can I help you? I'm calling regarding the benefit enrollment. Okay. What staffing company do you work for? Uh, for Stella. You say Stellar? Uh, Care Staffing for Stella. Care, um, you saying Care Staffing or Stellar Staffing? Um, it's Care but they just changed their name to Stella. Oh, Care, is that what you're saying? Yes. Yeah. So last four of your social. Um, nine, four, four, three. Say that one more time. Nine, four, four, three. Again, nine, four, four, three. Yeah. First name? Um, Ashley. Last name? Fred. And for security purposes can you verify your address and date of birth for me? 3511 South Street, Tacoma, Washington, um, 122397. You... See we got your phone number 253-366-4304. Yes, sir. And your email is ashleyfred1223@icloud.com? Yes, sir. How can I help you today? Um, for the benefit enrollment, I got a missed call in, uh... I think I, I was trying to get on that so... Okay. So it looks like... It says it's missing spouse information. Looks like you want to get enrolled with you and a spouse but you never listed their dependent information? It was an accident, it was just a dependent. So you just wanted coverage for yourself and that's it? Yes. Okay. Well, that's what they did. They got to enroll for the dental and the VIP standard bundle for yourself so you should be fine. Okay. Was there anything else I can help you with today? Well, I'm as- Go ahead. I just want to know if I'm... I just want to know if I'm eligible for that? Say that again? I just want to know if I'm eligible for that? You're eligible for... So you... They already got it enrolled, ma'am. So as of January 6th, you'll be enrolled into those plans or 12/23. So you said January? That's what it says, 12/23. 12/23. Okay. Okay. Right. Oh, okay. Sounds good. Is there anything else I can help with? So really the enrollment process takes one to two weeks from whatever date you get enrolled. And once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will just... Will become available typically but it solely depends on when Care will make that first deduction. Oh, okay, that makes sense now. Thank you. No problem. And if you wanted a physical medical card, you have to call in and request it once your coverage becomes active. Otherwise, it's only sent via email. Okay, okay. All right. Well, if there's anything else I can assist you, Ms. Fred- Thank you. Thank you. Well, I'm with Benefits-

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in a Card and this is Malcolm. How can I help you?

Speaker speaker_2: Hi, Malcolm. Good morning. I'm calling... I got a missed call from this number, like, couple days ago and I just called in and the thing is-

Speaker speaker_1: I can barely hear you, ma'am.

Speaker speaker_2: Can you hear me now?

Speaker speaker_1: Sounds like a lot going on in the background.

Speaker speaker_2: Okay, sorry. Can you hear me now?

Speaker speaker_1: Yes, ma'am. That's better. How can I help you?

Speaker speaker_2: I'm calling regarding the benefit enrollment.

Speaker speaker_1: Okay. What staffing company do you work for?

Speaker speaker_2: Uh, for Stella.

Speaker speaker_1: You say Stellar?

Speaker speaker_2: Uh, Care Staffing for Stella.

Speaker speaker_1: Care, um, you saying Care Staffing or Stellar Staffing?

Speaker speaker_2: Um, it's Care but they just changed their name to Stella.

Speaker speaker_1: Oh, Care, is that what you're saying?

Speaker speaker_2: Yes.

Speaker speaker_1: Yeah. So last four of your social.

Speaker speaker_2: Um, nine, four, four, three.

Speaker speaker_1: Say that one more time.

Speaker speaker_2: Nine, four, four, three.

Speaker speaker_1: Again, nine, four, four, three.

Speaker speaker_2: Yeah.

Speaker speaker_1: First name?

Speaker speaker_2: Um, Ashley.

Speaker speaker_1: Last name?

Speaker speaker_2: Fred.

Speaker speaker_1: And for security purposes can you verify your address and date of birth for me?

Speaker speaker_2: 3511 South Street, Tacoma, Washington, um, 122397.

Speaker speaker_1: You... See we got your phone number 253-366-4304.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And your email is ashleyfred1223@icloud.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: How can I help you today?

Speaker speaker_2: Um, for the benefit enrollment, I got a missed call in, uh... I think I, I was trying to get on that so...

Speaker speaker_1: Okay. So it looks like... It says it's missing spouse information. Looks like you want to get enrolled with you and a spouse but you never listed their dependent information?

Speaker speaker_2: It was an accident, it was just a dependent.

Speaker speaker_1: So you just wanted coverage for yourself and that's it?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Well, that's what they did. They got to enroll for the dental and the VIP standard bundle for yourself so you should be fine.

Speaker speaker_2: Okay.

Speaker speaker_1: Was there anything else I can help you with today?

Speaker speaker_2: Well, I'm as-

Speaker speaker_1: Go ahead.

Speaker speaker_2: I just want to know if I'm... I just want to know if I'm eligible for that?

Speaker speaker_1: Say that again?

Speaker speaker_2: I just want to know if I'm eligible for that?

Speaker speaker_1: You're eligible for... So you... They already got it enrolled, ma'am. So as of January 6th, you'll be enrolled into those plans or 12/23.

Speaker speaker_2: So you said January?

Speaker speaker_1: That's what it says, 12/23.

Speaker speaker_2: 12/23. Okay. Okay.

Speaker speaker_1: Right.

Speaker speaker_2: Oh, okay. Sounds good.

Speaker speaker_1: Is there anything else I can help with? So really the enrollment process takes one to two weeks from whatever date you get enrolled. And once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will just... Will become available typically but it solely depends on when Care will make that first deduction.

Speaker speaker_2: Oh, okay, that makes sense now. Thank you.

Speaker speaker_1: No problem. And if you wanted a physical medical card, you have to call in and request it once your coverage becomes active. Otherwise, it's only sent via email.

Speaker speaker_2: Okay, okay.

Speaker speaker_1: All right. Well, if there's anything else I can assist you, Ms. Fred-

Speaker speaker_2: Thank you. Thank you.

Speaker speaker_1: Well, I'm with Benefits-