

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in the ... This is Malcolm, how can I help you? Uh, yes, my name is Steve Engstfeld, and I worked for Terra Staffing between September of 2020 and October of 2021. And I had gotten some, uh, medical insurance. Like it's just for you guys. What staff company? And I would let... Pardon, it was Terra Staffing. What's the last four of your social? Uh, 9417. You said 9417? Yes. First name? Steven. Last name? I'll spell it for you, it's easier that way. It's E-n-g-s-t-f-e-l-d. Right. For security purposes, can you verify address and date of birth for me? Address is 12308 218th Place SE, Snohomish, Washington 98296. Birthdate is December 27, 1953. Thank you. So we got your phone number, 206-640-4276. Uh, the phone number has been changed. I don't have that phone anymore. All right. What's your new phone number? That's what it would have been, I- I suppose. That's the number I gave them. Hm. What's your new phone number? Uh, my new phone number is 206-640-4276. And your email is lastname\_s@Hotmail.com? Yes, it is. Thank you. Okay, so how can I help you today? Uh, I would need proof that I had medical insurance between that time. Between what time? September of 2020 and October of 2021. You mind if I put you on a brief hold? Sure, go ahead. Hey, are you there Mr. Steven? Yes. Right, so what were the dates you were looking for one more time? You said? September of... Well, I s-... I worked for Terra Staffing from September of 2020 through October of 2021. So based off, I'm sorry, are you looking for when you had COBRA or when you had the cover- regular coverage? No, when I had the... I bought, uh, medical insurance through you guys, I guess. I don't know. Or I got it from you guys. So based on, uh, I'm looking in our system, we have, uh, been being coverage from 11/09/2020 to 12/27/2020. And then after that, you were in a, enrolled in a COBRA. Oh. Okay, well that, that would probably be about the timeframe because I guess I had to wait whatever to get it. Right. So which... So am I... The question I'm trying to figure out is do you need, uh, COBRA enrollment or do you need a regular enrollment information? No, I- I need the information for the regular, uh, medical. So before you had COBRA? Well, I never had COBRA. I had gotten that one and then... Because I- I didn't have insurance from... It's showing that you had COBRA from 12/28/2020 until 10/24/21. I never had COBRA. Insurance. Oh, okay. Well, I guess that would... May I help you? Yeah. So that's why I'm trying to figure out, do you need the one from when you had with us or when you were enrolled with COBRA? Because COBRA is- The one I had from you. ... Yeah. So the one from 11- The one I had from you. From 11/9/2020 until 12/27/2020? Because that was only a- Yep. ... month, that was only a month frame... month time frame. Uh, 11/20/20 to... 12/27/2020. It's 11/9/2020- It says in point. ... Until 12/27/2020. Hold on, hold on a second. Get them both. All right, how about if I just get them both? I, I just need a- So that's the thing with the COBRA one, you would have to reach out to 90 Degree Benefits because we don't do anything with COBRA here. Okay. Well, then let's do the other one because you said it was from 11/2020

through December 27 of 2021. No sir. It's 11- That's what you told me. No, it's 11/9/2020 to 11... until 12/27/2020. So the one that you had with us was from... It wasn't even a month amount of time. It was 11/9/2020 until 12/27/2020. And then after, when it says on 12/28/2020, you enrolled into COBRA and you had COBRA until 10/24/21. So that's why I'm trying to clarify which one you need. Well, like I said, let's... Can you send me, that I had all that from you guys through, through then, can you send that to me through email? I just need proof. It's for Medicare. Yes, sir. So what I was saying with the, with the COBRA, I wouldn't be able to send you any proof of that. You have to reach out to 90 Degree Benefits and they will have to send it to you because they handle COBRA. But only thing that I will be able to send is that we... that you had coverage from 11/9/2020 until 12/27/2020. Okay, have you got a phone number for this other one? Yes, sir. Whenever you're ready. Whatever. Okay, go ahead. It's 1-800. 1-800. 833. 8-3-3... 4296. 4-2-9-6. And you want to hit option one to speak with a representative. Option one, okay. All right. Uh, do you have my email address? Can you send the information from you when I had insurance to me? Yes, sir. So- Let me know what happens. ... it will take 24 to 48 hours possibly to get to you, because we have to email it back off- That's fine. ... to get it to you. Okay. Yep. You've got my email. All right. Well, was there anything else I can help you with today, Mr. Steven? Nope, that's going to do it. All right. If there's nothing else, thanks for calling Benefits in the Card. Hope you have a great week and have a great weekend. All right. You do the same. Thank you. All right. Bye. Bye.

## Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the ... This is Malcolm, how can I help you?

Speaker speaker\_1: Uh, yes, my name is Steve Engstfeld, and I worked for Terra Staffing between September of 2020 and October of 2021. And I had gotten some, uh, medical insurance. Like it's just for you guys.

Speaker speaker\_0: What staff company?

Speaker speaker\_1: And I would let... Pardon, it was Terra Staffing.

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: Uh, 9417.

Speaker speaker\_0: You said 9417?

Speaker speaker\_1: Yes.

Speaker speaker\_0: First name?

Speaker speaker\_1: Steven.

Speaker speaker\_0: Last name?

Speaker speaker\_1: I'll spell it for you, it's easier that way. It's E-n-g-s-t-f-e-l-d.

Speaker speaker\_0: Right. For security purposes, can you verify address and date of birth for me?

Speaker speaker\_1: Address is 12308 218th Place SE, Snohomish, Washington 98296. Birthdate is December 27, 1953.

Speaker speaker\_0: Thank you. So we got your phone number, 206-640-4276.

Speaker speaker\_1: Uh, the phone number has been changed. I don't have that phone anymore.

Speaker speaker\_0: All right. What's your new phone number?

Speaker speaker\_1: That's what it would have been, I- I suppose. That's the number I gave them.

Speaker speaker\_0: Hm. What's your new phone number?

Speaker speaker\_1: Uh, my new phone number is 206-640-4276.

Speaker speaker\_0: And your email is lastname\_s@Hotmail.com?

Speaker speaker\_1: Yes, it is.

Speaker speaker\_0: Thank you. Okay, so how can I help you today?

Speaker speaker\_1: Uh, I would need proof that I had medical insurance between that time.

Speaker speaker\_0: Between what time?

Speaker speaker\_1: September of 2020 and October of 2021.

Speaker speaker\_0: You mind if I put you on a brief hold?

Speaker speaker\_1: Sure, go ahead.

Speaker speaker\_0: Hey, are you there Mr. Steven?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Right, so what were the dates you were looking for one more time? You said?

Speaker speaker\_1: September of... Well, I s-... I worked for Terra Staffing from September of 2020 through October of 2021.

Speaker speaker\_0: So based off, I'm sorry, are you looking for when you had COBRA or when you had the cover- regular coverage?

Speaker speaker\_1: No, when I had the... I bought, uh, medical insurance through you guys, I guess. I don't know. Or I got it from you guys.

Speaker speaker\_0: So based on, uh, I'm looking in our system, we have, uh, been being coverage from 11/09/2020 to 12/27/2020. And then after that, you were in a, enrolled in a

COBRA.

Speaker speaker\_1: Oh. Okay, well that, that would probably be about the timeframe because I guess I had to wait whatever to get it.

Speaker speaker\_0: Right. So which... So am I... The question I'm trying to figure out is do you need, uh, COBRA enrollment or do you need a regular enrollment information?

Speaker speaker\_1: No, I- I need the information for the regular, uh, medical.

Speaker speaker\_0: So before you had COBRA?

Speaker speaker\_1: Well, I never had COBRA. I had gotten that one and then... Because I- I didn't have insurance from...

Speaker speaker\_0: It's showing that you had COBRA from 12/28/2020 until 10/24/21.

Speaker speaker\_1: I never had COBRA.

Speaker speaker\_2: Insurance.

Speaker speaker\_1: Oh, okay. Well, I guess that would...

Speaker speaker\_2: May I help you?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: So that's why I'm trying to figure out, do you need the one from when you had with us or when you were enrolled with COBRA? Because COBRA is-

Speaker speaker\_1: The one I had from you.

Speaker speaker\_0: ... Yeah. So the one from 11-

Speaker speaker\_1: The one I had from you.

Speaker speaker\_0: From 11/9/2020 until 12/27/2020? Because that was only a-

Speaker speaker\_1: Yep.

Speaker speaker\_0: ... month, that was only a month frame... month time frame.

Speaker speaker\_1: Uh, 11/20/20 to...

Speaker speaker\_0: 12/27/2020. It's 11/9/2020-

Speaker speaker\_1: It says in point.

Speaker speaker\_0: ... Until 12/27/2020.

Speaker speaker\_1: Hold on, hold on a second.

Speaker speaker\_3: Get them both.

Speaker speaker\_1: All right, how about if I just get them both? I, I just need a-

Speaker speaker\_0: So that's the thing with the COBRA one, you would have to reach out to 90 Degree Benefits because we don't do anything with COBRA here.

Speaker speaker\_1: Okay. Well, then let's do the other one because you said it was from 11/2020 through December 27 of 2021.

Speaker speaker\_0: No sir. It's 11-

Speaker speaker\_1: That's what you told me.

Speaker speaker\_0: No, it's 11/9/2020 to 11... until 12/27/2020. So the one that you had with us was from... It wasn't even a month- a month amount of time. It was 11/9/2020 until 12/27/2020. And then after, when it says on 12/28/2020, you enrolled into COBRA and you had COBRA until 10/24/21. So that's why I'm trying to clarify which one you need.

Speaker speaker\_1: Well, like I said, let's... Can you send me, that I had all that from you guys through, through then, can you send that to me through email? I just need proof. It's for Medicare.

Speaker speaker\_0: Yes, sir. So what I was saying with the, with the COBRA, I wouldn't be able to send you any proof of that. You have to reach out to 90 Degree Benefits and they will have to send it to you because they handle COBRA. But only thing that I will be able to send is that we... that you had coverage from 11/9/2020 until 12/27/2020.

Speaker speaker\_1: Okay, have you got a phone number for this other one?

Speaker speaker\_0: Yes, sir. Whenever you're ready.

Speaker speaker\_1: Whatever. Okay, go ahead.

Speaker speaker\_0: It's 1-800.

Speaker speaker\_1: 1-800.

Speaker speaker\_0: 833.

Speaker speaker\_1: 8-3-3...

Speaker speaker\_0: 4296.

Speaker speaker\_1: 4-2-9-6.

Speaker speaker\_0: And you want to hit option one to speak with a representative.

Speaker speaker\_1: Option one, okay. All right. Uh, do you have my email address? Can you send the information from you when I had insurance to me?

Speaker speaker\_0: Yes, sir. So-

Speaker speaker\_1: Let me know what happens.

Speaker speaker\_0: ... it will take 24 to 48 hours possibly to get to you, because we have to email it back off-

Speaker speaker\_1: That's fine.

Speaker speaker\_0: ... to get it to you. Okay.

Speaker speaker\_1: Yep. You've got my email.

Speaker speaker\_0: All right. Well, was there anything else I can help you with today, Mr. Steven?

Speaker speaker\_1: Nope, that's going to do it.

Speaker speaker\_0: All right. If there's nothing else, thanks for calling Benefits in the Card. Hope you have a great week and have a great weekend.

Speaker speaker\_1: All right. You do the same.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: All right. Bye.

Speaker speaker\_0: Bye.