

## **Transcript: Malcolm**

**Nash-5020306849710080-5341018684702720**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. ... uh, Benefits in the Card, this is Malcolm. How can I help you? Uh, yes, I was wanting to see about getting benefits through, through y'all, through Crown. Okay. What's the last four of your Social Security number? 4990. First name? Paul. Last name? Ashbery. A-S-H-B-E-R-Y. And for security purposes, can you verify your address and date of birth for me? Yes. My address is 1828 Forest Acres Loop in Madisonville, Kentucky. Um, my date of birth is 12/13/1979. You said 12/13, or... Yes, 12/13/1979. Okay. So we got your phone number at 619-1162. Yes, that's correct. And then your email is paulashbery815@gmail.com? That's correct. Okay. So, it looks like you're outside of your personal Open Enrollment Window, which is 30 days from the date you receive your first paycheck. So at this point, you have to wait until the company Open Enrollment period, or you have to have a qualifying life event, such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier in order to get enrolled into the coverage. Okay. Would, uh... I lost Medicaid, um, the first of the year. Would that, would that qualify me? I... Let's see. I can send you the QLE submission email. If it's, as long as within 30 days, they'll look over it and see if it qualifies for you. Okay. Okay. So we went ahead and sent that QLE submission to your email. You need... So you will just reply with the information that was requested. Okay. Do you know when open, Open Enrollment will be again? Let's see. Um, give me one moment. All right. So it looks like that renewal was back in December of last year, in the... until January 30 this year. So it looks like that'll be when they're, Open Enrollment will be again. All right. All right. Thank you. No problem, Mr. Paul. So I did send that email to you via, from info@benefitsinthecard.com. You just sent us the re-information that was requested in the email, and once we receive it, it takes 24 to 48 hours for the review. All right. Thank you. No problem, Mr. Paul. Is there anything else I can help you with today? No, that's it. All right. Thanks for calling Benefits in the Card. I hope you have a great rest of your day. You too. Bye. You too. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: ... uh, Benefits in the Card, this is Malcolm. How can I help you?

Speaker speaker\_2: Uh, yes, I was wanting to see about getting benefits through, through y'all, through Crown.

Speaker speaker\_1: Okay. What's the last four of your Social Security number?

Speaker speaker\_2: 4990.

Speaker speaker\_1: First name?

Speaker speaker\_2: Paul.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Ashbery. A-S-H-B-E-R-Y.

Speaker speaker\_1: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Yes. My address is 1828 Forest Acres Loop in Madisonville, Kentucky. Um, my date of birth is 12/13/1979.

Speaker speaker\_1: You said 12/13, or...

Speaker speaker\_2: Yes, 12/13/1979.

Speaker speaker\_1: Okay. So we got your phone number at 619-1162.

Speaker speaker\_2: Yes, that's correct.

Speaker speaker\_1: And then your email is paulashbery815@gmail.com?

Speaker speaker\_2: That's correct.

Speaker speaker\_1: Okay. So, it looks like you're outside of your personal Open Enrollment Window, which is 30 days from the date you receive your first paycheck. So at this point, you have to wait until the company Open Enrollment period, or you have to have a qualifying life event, such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier in order to get enrolled into the coverage.

Speaker speaker\_2: Okay. Would, uh... I lost Medicaid, um, the first of the year. Would that, would that qualify me?

Speaker speaker\_1: I... Let's see. I can send you the QLE submission email. If it's, as long as within 30 days, they'll look over it and see if it qualifies for you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. So we went ahead and sent that QLE submission to your email. You need... So you will just reply with the information that was requested.

Speaker speaker\_2: Okay. Do you know when open, Open Enrollment will be again?

Speaker speaker\_1: Let's see. Um, give me one moment.

Speaker speaker\_2: All right.

Speaker speaker\_1: So it looks like that renewal was back in December of last year, in the... until January 30 this year. So it looks like that'll be when they're, Open Enrollment will be again.

Speaker speaker\_2: All right. All right. Thank you.

Speaker speaker\_1: No problem, Mr. Paul. So I did send that email to you via, from info@benefitsinthecard.com. You just sent us the re- information that was requested in the email, and once we receive it, it takes 24 to 48 hours for the review.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: No problem, Mr. Paul. Is there anything else I can help you with today?

Speaker speaker\_2: No, that's it.

Speaker speaker\_1: All right. Thanks for calling Benefits in the Card. I hope you have a great rest of your day.

Speaker speaker\_2: You too. Bye.

Speaker speaker\_1: You too. Bye.