

## **Transcript: Malcolm**

**Nash-5240694749216768-5662522781155328**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi. Yes, my name is Keyunca Ingram-Phillips and I was calling because I wanted to add my two kids to my health insurance through the family c- plan. What staff will help you do that for us? HPC Nursing Agency. What's the last four of your social? 6025. 6-6-0-2-5? Yes, sir. First name? Keyunca, K-E-Y-U-N-C-A. Last name? Ingram, I-N-G-R-A-M-Philipps, P-H-I-L-L-I-P-S. And for security purposes, can you verify your address and date of birth for me? 513 Wallace Street, Chicago Heights, Illinois, 60411. And your date of birth? April the 8th, 1978. Thank you. Let me get your ph- phone number is 262-3978? Yes. And again, email is kingramphillips@gmail.com? Yes. Thank you. And so are you a rehire right now? No, sir. So if you're not a rehire, at this point you have to wait until the company open enrollment period, where 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. Uh, we can lo- we... Uh, my kids lost their insurance. Uh, I'm gonna put you on a brief hold. It is open enrollment season, though. When is the open enrollment? HPC is- I'm sorry? HPC's renewal will be December 9th until December 24th. Hello? Yeah, so I have to wait until then? Because I can't- I'm gonna put you on a brief hold. Okay. Are you there, Ms. Ingram? I'm sorry? Hello? I said are you there, Ms. Ingram? Yes. Yeah. So I just... so I just sent you the QLE submission email. I wouldn't be able to tell you if it qualifies or not. They'll have to... in our back office, we have to do a review and they will have to determine if it qualifies or not. Okay. Once you submit the information that was requested, please give 24 to 48 hours for the review and then we'll reach back out to you. Thank you. Appreciate it. No problem, Ms. Ingram. Was there anything else I could help you with today? No, that's it. All right. Well, thanks for calling Benefits in the Card. I hope you have a great rest of your day. You too. Bye-bye. Thank you. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_2: Hi. Yes, my name is Keyunca Ingram-Phillips and I was calling because I wanted to add my two kids to my health insurance through the family c- plan.

Speaker speaker\_1: What staff will help you do that for us?

Speaker speaker\_2: HPC Nursing Agency.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_2: 6025.

Speaker speaker\_1: 6-6-0-2-5?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: First name?

Speaker speaker\_2: Keyunca, K-E-Y-U-N-C-A.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Ingram, I-N-G-R-A-M-Philipps, P-H-I-L-L-I-P-S.

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

Speaker speaker\_2: 513 Wallace Street, Chicago Heights, Illinois, 60411.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: April the 8th, 1978.

Speaker speaker\_1: Thank you. Let me get your ph- phone number is 262-3978?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And again, email is kingramphillips@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Thank you. And so are you a rehire right now?

Speaker speaker\_2: No, sir.

Speaker speaker\_1: So if you're not a rehire, at this point you have to wait until the company open enrollment period, where 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: Uh, we can lo- we... Uh, my kids lost their insurance.

Speaker speaker\_1: Uh, I'm gonna put you on a brief hold.

Speaker speaker\_2: It is open enrollment season, though. When is the open enrollment?

Speaker speaker\_1: HPC is-

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: HPC's renewal will be December 9th until December 24th. Hello?

Speaker speaker\_2: Yeah, so I have to wait until then? Because I can't-

Speaker speaker\_1: I'm gonna put you on a brief hold.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Are you there, Ms. Ingram?

Speaker speaker\_3: I'm sorry? Hello?

Speaker speaker\_1: I said are you there, Ms. Ingram?

Speaker speaker\_3: Yes.

Speaker speaker\_1: Yeah. So I just... so I just sent you the QLE submission email. I wouldn't be able to tell you if it qualifies or not. They'll have to... in our back office, we have to do a review and they will have to determine if it qualifies or not.

Speaker speaker\_3: Okay.

Speaker speaker\_1: Once you submit the information that was requested, please give 24 to 48 hours for the review and then we'll reach back out to you.

Speaker speaker\_3: Thank you. Appreciate it.

Speaker speaker\_1: No problem, Ms. Ingram. Was there anything else I could help you with today?

Speaker speaker\_3: No, that's it.

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

Speaker speaker\_3: You too. Bye-bye.

Speaker speaker\_1: Thank you. Bye.