

Transcript: Malcolm

Nash-5433990064553984-6359726040465408

Full Transcript

Thank you for powering up. This is Malcolm, how can I help you? Uh, hi, this is, uh, Jamar Winston. I was just, uh, giving a call back to, uh, ask, uh, about being enrollment for medical, uh, benefits. All right. What staff are you working for? Uh, Surge. What's the last four of your social? 3022. First name? Jamar. How you spell that? J-A-M-A-R. Oh, you said Jamar. I thought you said Demar. All right. Last name? Winston. All right. For security purposes, can you verify your address and date of birth for me? 5812 Gleneden Drive. I need to see your state and zip code as well. 31907. And your city and state? Columbus, Georgia. Thank you. Can you say your date of birth? August 24th, 2003. Used to be like a phone number 762-221-5141? Yes, sir. And your email is jamarwinston5@gmail.com? Yes. Yes... Yes, sir. Thank you. So, are you calling to decline the coverage? Uh, no, no. I just wanted to call back like that, uh, and ask, uh, about, um, I know she, uh, said, um, something about after the first week of paycheck that I will be able to be enrolled. Sir, it looks like you called today, recently. She said, well, what she said was you're outside of your personal open enrollment period, which is 30 days from the date you received your first paycheck. So, at this point, you have to get into a company open enrollment period. You have to have a QLE in order to get enrolled into coverage. You said a QLE? Yes, sir. Qualifying Life Event, such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier. Yes... Yes, sir. So with that being said, I would have to wait until August to be enrolled? So, let me see. I have to see when Surge's open enrollment... Mm. So last year their renewal was, yeah, August 12th until August 26th. Yes, sir. So that's when they're co... From the information that we have, that's when their open enrollment will be. So that would... Or you have to have a QLE. Yes, sir. Okay. No problem.

Conversation Format

Speaker speaker_0: Thank you for powering up. This is Malcolm, how can I help you?

Speaker speaker_1: Uh, hi, this is, uh, Jamar Winston. I was just, uh, giving a call back to, uh, ask, uh, about being enrollment for medical, uh, benefits.

Speaker speaker_0: All right. What staff are you working for?

Speaker speaker_1: Uh, Surge.

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

Speaker speaker_1: 3022.

Speaker speaker_0: First name?

Speaker speaker_1: Jamar.

Speaker speaker_0: How you spell that?

Speaker speaker_1: J-A-M-A-R.

Speaker speaker_0: Oh, you said Jamar. I thought you said Demar. All right. Last name?

Speaker speaker_1: Winston.

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

Speaker speaker_1: 5812 Gleneden Drive.

Speaker speaker_0: I need to see your state and zip code as well.

Speaker speaker_1: 31907.

Speaker speaker_0: And your city and state?

Speaker speaker_1: Columbus, Georgia.

Speaker speaker_0: Thank you. Can you say your date of birth?

Speaker speaker_1: August 24th, 2003.

Speaker speaker_0: Used to be like a phone number 762-221-5141?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And your email is jamarwinston5@gmail.com?

Speaker speaker_1: Yes. Yes... Yes, sir.

Speaker speaker_0: Thank you. So, are you calling to decline the coverage?

Speaker speaker_1: Uh, no, no. I just wanted to call back like that, uh, and ask, uh, about, um, I know she, uh, said, um, something about after the first week of paycheck that I will be able to be enrolled.

Speaker speaker_0: Sir, it looks like you called today, recently. She said, well, what she said was you're outside of your personal open enrollment period, which is 30 days from the date you received your first paycheck. So, at this point, you have to get into a company open enrollment period. You have to have a QLE in order to get enrolled into coverage.

Speaker speaker_1: You said a QLE?

Speaker speaker_0: Yes, sir. Qualifying Life Event, such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier.

Speaker speaker_1: Yes... Yes, sir. So with that being said, I would have to wait until August to be enrolled?

Speaker speaker_0: So, let me see. I have to see when Surge's open enrollment... Mm. So last year their renewal was, yeah, August 12th until August 26th.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: So that's when they're co... From the information that we have, that's when their open enrollment will be. So that would... Or you have to have a QLE.

Speaker speaker_1: Yes, sir. Okay.

Speaker speaker_0: No problem.