

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. This is Malcolm. How can I help you? Hey. How are you doing today, Malcolm? I'm doing good, man. How about you? I'm doing okay, man. I'm doing okay. Um, my name is Marquis Trotty. Um, I'm an employee with Partners Personnel, um, Temp Agency, and I was calling to get my, um, my, like, med- medical, um, rec- not medical record, but, um, like, insurance card number, like, for my doctor. All right. What's the last four of your social? 9377. You said 9377? Yes, sir. First name? Marquis. Last name? Trotty. That's T as in Tom, R-O-T as in Tom, P as in Tom, Y. All right. For security purposes, can you verify your address and date of birth for me? Yeah. So 5904 Trent Jones Way, Latonia, Georgia, 30038. And your address? I mean, your city, state, zip code, and date of birth. Not even city and state. L- Latonia, Georgia, August 2, 1993. I'm sorry, man. I'm sorry about that. Fine. Let's see if we can get a phone number. 470-621-7242? Um, yes. I don't, I don't actually have... That's like my secondary number. Um, can I give you a different number? So is that phone number not accurate anymore? No, it's not working anymore. All right. So what's the new phone number for you? I don't really want to say that. Okay. It is 470-342-4139. Thank you. And I get email at mtrotty53@gmail.com? Y- yes, sir. Thank you. So it doesn't look like you're enrolled in any coverage, Mr. Trotty. I'm not? Hello? You sure about that? Yes, sir. It's not showing that you're enrolled in anything. Oh, the guy from the temp agency told me that, um, that I, that I was, that I was in the... under the... that I had insurance through this temp agency. It doesn't look like you've ever gotten enrolled or you've ever had any coverage with them. Okay. So that's what it is. How do I get, get enrolled? So at this point you would have to wait until a 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. Wow. Why I gotta wait like that? Why I can't... if I never been enrolled? 'Cause you only get 30 days from the date you receive your first paycheck to get enrolled in coverage. After those 30 days, you have to wait until the company open enrollment period or you have to have a qualifying life event. Oh. Okay. So when is your, um, next, um, enrollment period? So Partners Personnel has already passed for the year. Theirs was in October. It was October 14th until October 25th. At this point, 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. Okay. Well, I appreciate that, man. No problem, Mr. Trotty. Was there anything else I could help you with today? Um, no, sir. You have a blessed day. You too, man. Thank you. Okay. Bye-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 a Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hey. How are you doing today, Malcolm?

Speaker speaker_1: I'm doing good, man. How about you?

Speaker speaker_2: I'm doing okay, man. I'm doing okay. Um, my name is Marquis Trotty. Um, I'm an employee with Partners Personnel, um, Temp Agency, and I was calling to get my, um, my, like, med- medical, um, rec- not medical record, but, um, like, insurance card number, like, for my doctor.

Speaker speaker_1: All right. What's the last four of your social?

Speaker speaker_2: 9377.

Speaker speaker_1: You said 9377?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: First name?

Speaker speaker_2: Marquis.

Speaker speaker_1: Last name?

Speaker speaker_2: Trotty. That's T as in Tom, R-O-T as in Tom, P as in Tom, Y.

Speaker speaker_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Yeah. So 5904 Trent Jones Way, Latonia, Georgia, 30038.

Speaker speaker_1: And your address? I mean, your city, state, zip code, and date of birth.

Speaker speaker_2: Not even city and state. L- Latonia, Georgia, August 2, 1993. I'm sorry, man. I'm sorry about that.

Speaker speaker_1: Fine. Let's see if we can get a phone number. 470-621-7242?

Speaker speaker_2: Um, yes. I don't, I don't actually have... That's like my secondary number. Um, can I give you a different number?

Speaker speaker_1: So is that phone number not accurate anymore?

Speaker speaker_2: No, it's not working anymore.

Speaker speaker_1: All right. So what's the new phone number for you?

Speaker speaker_2: I don't really want to say that. Okay. It is 470-342-4139.

Speaker speaker_1: Thank you. And I get email at mtrotty53@gmail.com?

Speaker speaker_2: Y- yes, sir.

Speaker speaker_1: Thank you. So it doesn't look like you're enrolled in any coverage, Mr. Trotty.

Speaker speaker_2: I'm not?

Speaker speaker_1: Hello?

Speaker speaker_2: You sure about that?

Speaker speaker_1: Yes, sir. It's not showing that you're enrolled in anything.

Speaker speaker_2: Oh, the guy from the temp agency told me that, um, that I, that I was, that I was in the... under the... that I had insurance through this temp agency.

Speaker speaker_1: It doesn't look like you've ever gotten enrolled or you've ever had any coverage with them.

Speaker speaker_2: Okay. So that's what it is. How do I get, get enrolled?

Speaker speaker_1: So at this point you would have to wait until a 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: Wow. Why I gotta wait like that? Why I can't... if I never been enrolled?

Speaker speaker_1: 'Cause you only get 30 days from the date you receive your first paycheck to get enrolled in coverage. After those 30 days, you have to wait until the company open enrollment period or you have to have a qualifying life event.

Speaker speaker_2: Oh. Okay. So when is your, um, next, um, enrollment period?

Speaker speaker_1: So Partners Personnel has already passed for the year. Theirs was in October. It was October 14th until October 25th. At this point, 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. Okay. Well, I appreciate that, man.

Speaker speaker_1: No problem, Mr. Trotty. Was there anything else I could help you with today?

Speaker speaker_2: Um, no, sir. You have a blessed day.

Speaker speaker_1: You too, man. Thank you.

Speaker speaker_2: Okay. Bye-bye.