

## **Transcript: Malcolm**

**Nash-5616485302845440-5376131517431808**

### **Full Transcript**

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hello? Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? I, I called to try to enroll my benefits, uh, my insurance, um, uh, this morning, and she call me back. She said I didn't qualify for the enrollment. We, uh, just spoke to her, and she asked, um, me about the date. My husband, um, because sh- he lost a job, but the day of the insurance ending on February 28, not February 1. So, um, I want to update that with her. See, I'm confused, ma'am. What exactly do you need help with? I need to enrollment, uh, the insurance, the COVID. The COBRA? Can you talk to... Can you talk to my husband? Are you right here? Did you say COBRA? No. Hello? Yes, sir. How can I help you today? Yeah, she's trying to enroll in the insurance that she has with Tegra. What is it again? T-Teera? Teera? Teira? Services? Teera? T-E-R-R-A. What's the last four of her Social? 9655. First name? Tu. T-U. Okay. So if I put you on a brief hold? Yeah. Thank you. Hi, are you Ines Tran? Yes. Hi, can you, for security purposes, can you provide your address and date of birth for me? Uh, 1781 Northwest 156 Avenue, Beaverton, Oregon 97006. Can you say that one more time for me please? 1781 Northwest 156 Avenue, Beaverton, Oregon 97006. And your date of birth? August 12th, 1970. Thank you. So we got your phone number as 971-724-5007? Yes. And your email is T-H-U-C-H-L-O-E at y- ymail.com? Yes. Yeah. All right. So I'm assuming you want to get... you want to do a Qualifying Life Event? You want to see if you qualify for a QLE? Yeah. All right, so I'm gonna send that email to you. You just have to submit the information that's requested on the document. Once we receive the information, it'll take 24 to 48 hours for the review. And once we review it, we'll give you a call back and let you know if you... if it qualifies. Yeah, but this morning, we spoke to one of the lady, and she reviewed. Then she called me back. She said I'm not qualify because I have to wait until December. But I forgot to mention to her about, uh, we ha- we need to change the, uh, the insurance because one of the member of the family lost a job. I, I forgot to mention that to her. So I see in the notes, it says, "Member called, informed she is not eligible for enrollment. You have to wait until December for the open enrollment." She says she used to have a coverage under her spouse who lost a job- Yeah. ... and terminated 2/1 and it says 3/25. "When advised it was past the 30-day window, member's spouse said he wouldn't get the termination-" No, it not past. It not past 30 days. That was incorrect. That's incorrect. We just called the insurance man and asked them exactly day, and they said February 28th, because we provide her the February 1, the wrong day. Now- Okay, so then what I'm gonna do, I'm gon- I'm gonna send you the QLE submission, and you just send us the paperwork that's in the email requested. And then once we receive that paperwork, we will see if it qualifies for a QLE. Uh, send you back the paperwork for the- It's in the email that I just sent to you. ... process? Okay. The QLE submission? Yes, ma'am. So just send us- Okay. ... the document- documentation proving

that he lost his, his job and his coverage on whatever date you- Okay. ... said the 28th. Yeah. And then we'll investigate to see if it qualifies for a QLE. Okay, thank you. No problem. Yeah, bye-bye.

## Conversation Format

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

Speaker speaker\_1: Hello?

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

Speaker speaker\_1: I, I called to try to enroll my benefits, uh, my insurance, um, uh, this morning, and she call me back. She said I didn't qualify for the enrollment. We, uh, just spoke to her, and she asked, um, me about the date. My husband, um, because sh- he lost a job, but the day of the insurance ending on February 28, not February 1. So, um, I want to update that with her.

Speaker speaker\_0: See, I'm confused, ma'am. What exactly do you need help with?

Speaker speaker\_1: I need to enrollment, uh, the insurance, the COVID.

Speaker speaker\_0: The COBRA?

Speaker speaker\_1: Can you talk to... Can you talk to my husband? Are you right here?

Speaker speaker\_0: Did you say COBRA?

Speaker speaker\_1: No.

Speaker speaker\_2: Hello?

Speaker speaker\_0: Yes, sir. How can I help you today?

Speaker speaker\_2: Yeah, she's trying to enroll in the insurance that she has with Tegra.

Speaker speaker\_0: What is it again?

Speaker speaker\_2: T-Teera? Teera? Teira? Services?

Speaker speaker\_0: Teera?

Speaker speaker\_1: T-E-R-R-A.

Speaker speaker\_0: What's the last four of her Social?

Speaker speaker\_1: 9655.

Speaker speaker\_0: First name?

Speaker speaker\_1: Tu. T-U.

Speaker speaker\_0: Okay. So if I put you on a brief hold?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Thank you. Hi, are you Ines Tran?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Hi, can you, for security purposes, can you provide your address and date of birth for me?

Speaker speaker\_1: Uh, 1781 Northwest 156 Avenue, Beaverton, Oregon 97006.

Speaker speaker\_0: Can you say that one more time for me please?

Speaker speaker\_1: 1781 Northwest 156 Avenue, Beaverton, Oregon 97006.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: August 12th, 1970.

Speaker speaker\_0: Thank you. So we got your phone number as 971-724-5007?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And your email is T-H-U-C-H-L-O-E at y- gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Yeah. All right. So I'm assuming you want to get... you want to do a Qualifying Life Event? You want to see if you qualify for a QLE?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right, so I'm gonna send that email to you. You just have to submit the information that's requested on the document. Once we receive the information, it'll take 24 to 48 hours for the review. And once we review it, we'll give you a call back and let you know if you... if it qualifies.

Speaker speaker\_1: Yeah, but this morning, we spoke to one of the lady, and she reviewed. Then she called me back. She said I'm not qualify because I have to wait until December. But I forgot to mention to her about, uh, we ha- we need to change the, uh, the insurance because one of the member of the family lost a job. I, I forgot to mention that to her.

Speaker speaker\_0: So I see in the notes, it says, "Member called, informed she is not eligible for enrollment. You have to wait until December for the open enrollment." She says she used to have a coverage under her spouse who lost a job-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... and terminated 2/1 and it says 3/25. "When advised it was past the 30-day window, member's spouse said he wouldn't get the termination-"

Speaker speaker\_1: No, it not past. It not past 30 days.

Speaker speaker\_2: That was incorrect.

Speaker speaker\_1: That's incorrect. We just called the insurance man and asked them exactly day, and they said February 28th, because we provide her the February 1, the wrong day. Now-

Speaker speaker\_0: Okay, so then what I'm gonna do, I'm gon- I'm gonna send you the QLE submission, and you just send us the paperwork that's in the email requested. And then once we receive that paperwork, we will see if it qualifies for a QLE.

Speaker speaker\_1: Uh, send you back the paperwork for the-

Speaker speaker\_0: It's in the email that I just sent to you.

Speaker speaker\_1: ... process? Okay. The QLE submission?

Speaker speaker\_0: Yes, ma'am. So just send us-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... the document- documentation proving that he lost his, his job and his coverage on whatever date you-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... said the 28th.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And then we'll investigate to see if it qualifies for a QLE.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: No problem.

Speaker speaker\_1: Yeah, bye-bye.