

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? Hi, um, I'm calling because I'm interested in enrolling in coverage. Um- Right. ... I'm, I'm a part-time employee for Creative Circle. All right. What's the last four of your Social? 7605. First name? Kristy. And last name? Penzone, P-E-N-Z-O-N-E. All right. For security purposes, can you verify your address and date of birth for me? 625 East Monroe Avenue, Apartment 551, Alexandria, Vir- Virginia 22301. Uh, date of birth is 05/09/'80. Okay. So that's not the address that we have on file. Oh. Is it, um, 437 New Monroe Avenue? Yes, ma'am. Now I need the s- the city, state, and ZIP code as well. Oh, uh, Washington DC 20001. Thank you. All right. So I can update that address for you. What's your new address? 625 East Monroe Avenue. Is Monroe M-O-N-R-O-E? Yes. And that's Apartment 551. And then the city? Alexandria. Is that A-L-E-X-A-N-D-R-I-A? Yes. And the state? Virginia. ZIP code? 22301. 22301? Yes. Thank you. And the email is 202-271-5511? Yeah. And the email's kpenzone@gmail.com? Yep. Thank you. So are you a rehire by any chance? No. Mm-mm? So I was, um, I was getting insurance through a different employer, and I, uh, I just lost that coverage. So now I'm eligible, um, I guess 'cause that's a qualifying event to enroll in this coverage. Okay. So what I'm gonna have to do, I'm gonna have to send you an email with that inf- with our documentation request. Okay. And you'll have to send us that information. And once we get that information and they review it, then we will let you know if it Okay. How long does that typically take? The review process? Yeah. Uh, 24 or 48 hours. Oh, okay. Great. All right. So what we'll do... So is that kpenzone@gmail.com the email to send the information to? Yeah. Yeah. So as soon as we... The process depends on whenever you send us the information that's requested. Okay. Perfect. All right. So I just sent that to your email. It should be from, uh, info@benefitsinthecard.com. We'll be waiting for you to verify if you received that or not. Um, still waiting for it. Okay. Uh, QLE submission? Mm-hmm. Yeah. I just got that. All right. Yeah. So once you, once you send us the information as requested and we have it reviewed, that's when the process will start. Okay. All right. Was there anything else I can help you with today, Ms. Kristy? No. That's gonna be it. All right. So if there's nothing else... Uh, actually I do have a question. So how long has it been since you lost coverage? Um, I lost it, um, within the last 30 days. Okay. Let's see. Um- Just wanted to make sure. Yeah. Like- And after 30, after 30 days you would no longer qualify with the QLE. Okay. Yeah. Uh, I'm still in the time period. All right. Well, was there anything else I can help you with today, Ms. Kristy? No. I think that's it. Well, if there's nothing else, thanks for calling Benefits in a Card. I hope you have a great 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 a Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hi, um, I'm calling because I'm interested in enrolling in coverage. Um-

Speaker speaker_1: Right.

Speaker speaker_2: ... I'm, I'm a part-time employee for Creative Circle.

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

Speaker speaker_2: 7605.

Speaker speaker_1: First name?

Speaker speaker_2: Kristy.

Speaker speaker_1: And last name?

Speaker speaker_2: Penzone, P-E-N-Z-O-N-E.

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

Speaker speaker_2: 625 East Monroe Avenue, Apartment 551, Alexandria, Vir- Virginia 22301. Uh, date of birth is 05/09/'80.

Speaker speaker_1: Okay. So that's not the address that we have on file.

Speaker speaker_2: Oh. Is it, um, 437 New Monroe Avenue?

Speaker speaker_1: Yes, ma'am. Now I need the s- the city, state, and ZIP code as well.

Speaker speaker_2: Oh, uh, Washington DC 20001.

Speaker speaker_1: Thank you. All right. So I can update that address for you. What's your new address?

Speaker speaker_2: 625 East Monroe Avenue.

Speaker speaker_1: Is Monroe M-O-N-R-O-E?

Speaker speaker_2: Yes. And that's Apartment 551.

Speaker speaker_1: And then the city?

Speaker speaker_2: Alexandria.

Speaker speaker_1: Is that A-L-E-X-A-N-D-R-I-A?

Speaker speaker_2: Yes.

Speaker speaker_1: And the state?

Speaker speaker_2: Virginia.

Speaker speaker_1: ZIP code?

Speaker speaker_2: 22301.

Speaker speaker_1: 22301?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. And the email is 202-271-5511?

Speaker speaker_2: Yeah.

Speaker speaker_1: And the email's kpenzone@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Thank you. So are you a rehire by any chance?

Speaker speaker_2: No.

Speaker speaker_1: Mm-mm?

Speaker speaker_2: So I was, um, I was getting insurance through a different employer, and I, uh, I just lost that coverage. So now I'm eligible, um, I guess 'cause that's a qualifying event to enroll in this coverage.

Speaker speaker_1: Okay. So what I'm gonna have to do, I'm gonna have to send you an email with that inf- with our documentation request.

Speaker speaker_2: Okay.

Speaker speaker_1: And you'll have to send us that information. And once we get that information and they review it, then we will let you know if it

Speaker speaker_2: Okay. How long does that typically take?

Speaker speaker_1: The review process?

Speaker speaker_2: Yeah.

Speaker speaker_1: Uh, 24 or 48 hours.

Speaker speaker_2: Oh, okay. Great.

Speaker speaker_1: All right. So what we'll do... So is that kpenzone@gmail.com the email to send the information to?

Speaker speaker_2: Yeah.

Speaker speaker_1: Yeah. So as soon as we... The process depends on whenever you send us the information that's requested.

Speaker speaker_2: Okay. Perfect.

Speaker speaker_1: All right. So I just sent that to your email. It should be from, uh, info@benefitsinthecard.com. We'll be waiting for you to verify if you received that or not.

Speaker speaker_2: Um, still waiting for it. Okay. Uh, QLE submission?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Yeah. I just got that.

Speaker speaker_1: All right. Yeah. So once you, once you send us the information as requested and we have it reviewed, that's when the process will start.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Was there anything else I can help you with today, Ms. Kristy?

Speaker speaker_2: No. That's gonna be it.

Speaker speaker_1: All right. So if there's nothing else... Uh, actually I do have a question. So how long has it been since you lost coverage?

Speaker speaker_2: Um, I lost it, um, within the last 30 days.

Speaker speaker_1: Okay.

Speaker speaker_2: Let's see. Um-

Speaker speaker_1: Just wanted to make sure.

Speaker speaker_2: Yeah. Like-

Speaker speaker_1: And after 30, after 30 days you would no longer qualify with the QLE.

Speaker speaker_2: Okay. Yeah. Uh, I'm still in the time period.

Speaker speaker_1: All right. Well, was there anything else I can help you with today, Ms. Kristy?

Speaker speaker_2: No. I think that's it.

Speaker speaker_1: Well, if there's nothing else, thanks for calling Benefits in a Card. I hope you have a great day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Thank you. Bye.