

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi, Malcolm. I'm calling, uh, I can help my, my sister, the, on behalf her to talk about her insurance card. Looks like, uh, she had all the withdrawal money but you guys never send the, the, the ID card to her so she's right here if you want to talk to her, so... Yes, please. I have been need- I'm gonna need her to verify her address and date of birth for me. Uh-huh. My t t d. Mm-hmm. Uh- I think- a h. What staffing company do you work for, ma'am? At the, this, uh, Stella. Stella what they call? Stella? You work Stella? Yeah. Yeah, yeah. What's the last four of your Social? m, m u s w seniy s shy l w d r m u s m i. Oh, my gosh. She don't remember her Social. Hmm. First name? Uh, the first name T-H-E-N-K. And the last name is D-U-O-N-G. Can you spell the last name one more time? D like David, U like union, O, N like Nancy and G. You, you pronounce it one more time? I can barely hear you. Uh-huh. Yes, D like Denver, U like union, O like over, N like Nancy and G like George. Okay. For security purposes, can you verify your address and date of birth for me? I have the, the address. 29704 39th Place, Auburn, Washington, 98001. And the date of birth- And the date of birth? Mm-hmm. Uh, December 14th, 1966. Thank you. So it doesn't show that you have any active coverage. Inactive? They don't have any cov- You don't have any coverage. No, ma'am. Oh, really? But they withdraw her money every month. So if it's not BIC, if it says Medicaid, that is not coming from us. Oh, MediCo have a MediCo not cover through you guys? Not Medicaid. So on our end- No, MediCo. ... it's showing us the cover is... Jus- on our end it's showing the cover is ending on 3/25. Uh-huh. But how come they withdraw money every month? Last month they withdraw the, the money for his, uh, for her ins- insurance. Oh, let me see. So it actually looks like it's, it's been canceled. It got canceled. No. No, because personally, they, we enroll for her and then because they pay that for hi- uh, her, her husband too. And it's too much and we cancel but we re- re-enroll it. I don't see any re-enrollment after the cancellation. Oh, okay. So can she enroll now? Enroll now? No, ma'am. So the way that it works, you get 30 days from the date you receive your first paycheck. After those 30 days, you 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 coverage. Okay, so right now she don't have a cover? So- No, ma'am. ... your insurance. Oh, okay. Just to double check. Okay. Mm-hmm. Thank you. Mm-hmm. Was there anything else I can help you with today, Ms. Tai? I... Yeah, but did last month they withdraw her money? So is... It does... Uh, it doesn't show any deductions have been taken. Okay, but they did one, one time, right? I'm not seeing any deductions being taken ever. Oh, okay. It's so funny, in the, the, her account, they said the cover that day to that day. But you, you guys didn't see any. So she don't have any cover right now? None? No, ma'am. Okay, thank you. Yeah, just verify. Yeah, thank you so much. Yeah.

Mm-hmm. No problem. You have a great rest of your week. Yeah.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, Malcolm. I'm calling, uh, I can help my, my sister, the, on behalf her to talk about her insurance card. Looks like, uh, she had all the withdrawal money but you guys never send the, the, the ID card to her so she's right here if you want to talk to her, so...

Speaker speaker_0: Yes, please. I have been need- I'm gonna need her to verify her address and date of birth for me.

Speaker speaker_1: Uh-huh. ■y■ t■■ t■ d■■. Mm-hmm. Uh-

Speaker speaker_0: I think-

Speaker speaker_1: ■■■a ■■ ■h■■.

Speaker speaker_0: What staffing company do you work for, ma'am?

Speaker speaker_1: At the, this, uh, Stella. Stella what they call?

Speaker speaker_0: Stella? You work Stella?

Speaker speaker_1: Yeah. Yeah, yeah.

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

Speaker speaker_1: ■m, m■u s■w seni■ s■shy■l w■d■ ■r m■u s■m■i. Oh, my gosh. She don't remember her Social. Hmm.

Speaker speaker_0: First name?

Speaker speaker_1: Uh, the first name T-H-E-N-K. And the last name is D-U-O-N-G.

Speaker speaker_0: Can you spell the last name one more time?

Speaker speaker_1: D like David, U like union, O, N like Nancy and G.

Speaker speaker_0: You, you pronounce it one more time? I can barely hear you.

Speaker speaker_1: Uh-huh. Yes, D like Denver, U like union, O like over, N like Nancy and G like George.

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

Speaker speaker_1: I have the, the address. 29704 39th Place, Auburn, Washington, 98001. And the date of birth-

Speaker speaker_0: And the date of birth? Mm-hmm.

Speaker speaker_1: Uh, December 14th, 1966.

Speaker speaker_0: Thank you. So it doesn't show that you have any active coverage.

Speaker speaker_1: Inactive?

Speaker speaker_0: They don't have any cov- You don't have any coverage. No, ma'am.

Speaker speaker_1: Oh, really? But they withdraw her money every month.

Speaker speaker_0: So if it's not BIC, if it says Medicaid, that is not coming from us.

Speaker speaker_1: Oh, MediCo have a MediCo not cover through you guys?

Speaker speaker_0: Not Medicaid. So on our end-

Speaker speaker_1: No, MediCo.

Speaker speaker_0: ... it's showing us the cover is... Jus- on our end it's showing the cover is ending on 3/25.

Speaker speaker_1: Uh-huh. But how come they withdraw money every month? Last month they withdraw the, the money for his, uh, for her ins- insurance.

Speaker speaker_0: Oh, let me see. So it actually looks like it's, it's been canceled. It got canceled.

Speaker speaker_1: No. No, because personally, they, we enroll for her and then because they pay that for hi- uh, her, her husband too. And it's too much and we cancel but we re-enroll it.

Speaker speaker_0: I don't see any re-enrollment after the cancellation.

Speaker speaker_1: Oh, okay. So can she enroll now? Enroll now?

Speaker speaker_0: No, ma'am. So the way that it works, you get 30 days from the date you receive your first paycheck. After those 30 days, you 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 coverage.

Speaker speaker_1: Okay, so right now she don't have a cover? So-

Speaker speaker_0: No, ma'am.

Speaker speaker_1: ... your insurance. Oh, okay. Just to double check. Okay. Mm-hmm. Thank you. Mm-hmm.

Speaker speaker_0: Was there anything else I can help you with today, Ms. Tai?

Speaker speaker_1: I... Yeah, but did last month they withdraw her money?

Speaker speaker_0: So is... It does... Uh, it doesn't show any deductions have been taken.

Speaker speaker_1: Okay, but they did one, one time, right?

Speaker speaker_0: I'm not seeing any deductions being taken ever.

Speaker speaker_1: Oh, okay. It's so funny, in the, the, her account, they said the cover that day to that day. But you, you guys didn't see any. So she don't have any cover right now? None?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: Okay, thank you. Yeah, just verify. Yeah, thank you so much. Yeah. Mm-hmm.

Speaker speaker_0: No problem. You have a great rest of your week.

Speaker speaker_1: Yeah.