

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, Malcolm. I was calling to find out if I have insurance with you guys. All right. What staffing company do you work for? Uh, BTSS. What's the last four of your Social? 5414. First name? Juanita Jackson. How do you spell that? What, what- J-a, J-a-u-n-i-t-a. Give me one moment. Ma'am, if I put you on a brief hold? I don't mind. Thank you. Are you there, Ms. Jackson? Yes. All right. For security purposes, can you verify your address and date of birth for me? Address, 4363 Boxwood Road, San Antonio, Texas, 78222. Wait. You- you say the address one more time? 4363 Boxwood Road, San Antonio, Texas, 78222. Sir, that's not the address that we have on file. Oh. Is it 8104 Sment- Mental Complex, Texas, 78109? Yes, ma'am. We got a old address. Um, both of them are good. Okay. So, we got, like, a phone number, 121-078-9160. No, my phone number is 210-789-1607. You said 210-789-1607? Correct. And the email is juanitajackson85@icloud.com? Correct. Thank you. It doesn't show that you're enrolled in any coverage at the moment. Really? I thought, uh... And this will be for everything, correct? What do you mean, for everything? Like, um, medical, dental. Yeah, n- you don't have anything, though, ma'am. Mm. I could've sworn I did in... Okay. No worries. I was just trying to figure that out. So how can I enroll? So you have to wait until the company open enrollment period, or you have to have what we call non-life expectancy at 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. What if I just got rehired with them? Because I was with them, and I just got rehired. Okay, so what I'll have to do, I have to, I have to submit a eligibility review to see if you're eligible to get enrolled as a rehire. Okay. Can you do that, please? Okay. So, um... Of course. So it'll take 24 to 48 hours for that review to complete, and once I hear back from them, I'll give you a call and let you know if you're eligible to get enrolled. Okay, thank you. No problem. Was there anything else I can help you with today? No, that's everything. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your day. You too. 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 the Car. This is Malcolm. How can I help you?

Speaker speaker_2: Hi, Malcolm. I was calling to find out if I have insurance with you guys.

Speaker speaker_1: All right. What staffing company do you work for?

Speaker speaker_2: Uh, BTSS.

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

Speaker speaker_2: 5414.

Speaker speaker_1: First name?

Speaker speaker_2: Juanita Jackson.

Speaker speaker_1: How do you spell that? What, what-

Speaker speaker_2: J-a, J-a-u-n-i-t-a.

Speaker speaker_1: Give me one moment. Ma'am, if I put you on a brief hold?

Speaker speaker_2: I don't mind.

Speaker speaker_1: Thank you. Are you there, Ms. Jackson?

Speaker speaker_2: Yes.

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

Speaker speaker_2: Address, 4363 Boxwood Road, San Antonio, Texas, 78222.

Speaker speaker_1: Wait. You- you say the address one more time?

Speaker speaker_2: 4363 Boxwood Road, San Antonio, Texas, 78222.

Speaker speaker_1: Sir, that's not the address that we have on file.

Speaker speaker_2: Oh. Is it 8104 Sment- Mental Complex, Texas, 78109?

Speaker speaker_1: Yes, ma'am. We got a old address.

Speaker speaker_2: Um, both of them are good.

Speaker speaker_1: Okay. So, we got, like, a phone number, 121-078-9160.

Speaker speaker_2: No, my phone number is 210-789-1607.

Speaker speaker_1: You said 210-789-1607?

Speaker speaker_2: Correct.

Speaker speaker_1: And the email is juanitajackson85@icloud.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Thank you. It doesn't show that you're enrolled in any coverage at the moment.

Speaker speaker_2: Really? I thought, uh... And this will be for everything, correct?

Speaker speaker_1: What do you mean, for everything?

Speaker speaker_2: Like, um, medical, dental.

Speaker speaker_1: Yeah, n- you don't have anything, though, ma'am.

Speaker speaker_2: Mm. I could've sworn I did in... Okay. No worries. I was just trying to figure that out. So how can I enroll?

Speaker speaker_1: So you have to wait until the company open enrollment period, or you have to have what we call non-life expectancy at 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. What if I just got rehired with them? Because I was with them, and I just got rehired.

Speaker speaker_1: Okay, so what I'll have to do, I have to, I have to submit a eligibility review to see if you're eligible to get enrolled as a rehire.

Speaker speaker_2: Okay. Can you do that, please?

Speaker speaker_1: Okay. So, um... Of course. So it'll take 24 to 48 hours for that review to complete, and once I hear back from them, I'll give you a call and let you know if you're eligible to get enrolled.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: No problem. Was there anything else I can help you with today?

Speaker speaker_2: No, that's everything.

Speaker speaker_1: If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your day.

Speaker speaker_2: You too. Bye.