

## **Transcript: Malcolm**

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### **Full Transcript**

Thanks for calling Benefits in a Card. This is Malcom, how can I help you? Hi, my name is Ethan Rykhus, and I am calling because... Okay, so I am an employee of Dougherty Staffing, and, uh, I had most recently, uh, I was on medical insurance, or medical assistance, and that most recently got inactive because, uh, I am living in a different county than the county that I was, uh, getting insurance through. And, um, so I've had a change of circumstance and, uh, I was given this, uh, phone number by my case worker at Dougherty, uh, to see if I was eligible for medical insurance. Yeah, so basically I had MA and it got cut off, and, um, yeah. What's the last four digits of your social? Uh, 2929. First name? Ethan. That's E-T-H-A-N. For security purposes, can you verify your address and date of birth for me? Uh, 524 North Second Street, Mankato, Minnesota. And your date of birth? Uh, March 30th, 1994. Thank you. So we have your phone number at 507-207-0572. Correct. And your email is E-T-C-R-Y-K-E... I mean K-Y... I mean K-H-U-S@gmail.com? So it's R-Y-K-H-U-S. Okay, so E-T-C-R-Y-K-H-U-S@gmail.com? Correct. So what I'm going to have to do... Sounds like a qualifying life event, so what I'm going to have to do is send you an email with the QLE submission e- information. You have to respond this e- this email with the information that it's requesting. And then once we receive that information, then we'll be able to process it and see if it qualifies as a QLE. Okay. I just sent that email to you. Should be from a info@benefitsinacard.com. Let me know, be able to see if you received it. Okay, so what exactly do I do then? So it's in, in the email it should tell you what type of documentation is needed. We just need some kind of proof that your coverage has ended, and then the reason why. And then our back office will determine if it qualifies or not. Okay, so is there a link? Because I'm not, I'm not seeing anything. So there's no link. You were to send us documentation back to the email from the one I just sent you. Okay. So you send the document that's requested to that email, and then we receive it. And once we receive it, we're going to do a, going to do a review and see if it qualifies as a QLE. All right. Sounds good. Okay. Well, was there anything else I could help you with today, Mr. Ethan? Uh, no, thank you. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week. Thank you. Bye.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits in a Card. This is Malcom, how can I help you?

Speaker speaker\_1: Hi, my name is Ethan Rykhus, and I am calling because... Okay, so I am an employee of Dougherty Staffing, and, uh, I had most recently, uh, I was on medical insurance, or medical assistance, and that most recently got inactive because, uh, I am living in a different county than the county that I was, uh, getting insurance through. And, um, so I've had a change of circumstance and, uh, I was given this, uh, phone number by my case worker at Dougherty, uh, to see if I was eligible for medical insurance. Yeah, so basically I had MA and it got cut off, and, um, yeah.

Speaker speaker\_0: What's the last four digits of your social?

Speaker speaker\_1: Uh, 2929.

Speaker speaker\_0: First name?

Speaker speaker\_1: Ethan. That's E-T-H-A-N.

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

Speaker speaker\_1: Uh, 524 North Second Street, Mankato, Minnesota.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: Uh, March 30th, 1994.

Speaker speaker\_0: Thank you. So we have your phone number at 507-207-0572.

Speaker speaker\_1: Correct.

Speaker speaker\_0: And your email is E-T-C-R-Y-K-E... I mean K-Y... I mean K-H-U-S@gmail.com?

Speaker speaker\_1: So it's R-Y-K-H-U-S.

Speaker speaker\_0: Okay, so E-T-C-R-Y-K-H-U-S@gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: So what I'm going to have to do... Sounds like a qualifying life event, so what I'm going to have to do is send you an email with the QLE submission e- information. You have to respond to this e- this email with the information that it's requesting. And then once we receive that information, then we'll be able to process it and see if it qualifies as a QLE.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I just sent that email to you. Should be from a info@benefitsinacard.com. Let me know, be able to see if you received it.

Speaker speaker\_1: Okay, so what exactly do I do then?

Speaker speaker\_0: So it's in, in the email it should tell you what type of documentation is needed. We just need some kind of proof that your coverage has ended, and then the reason why. And then our back office will determine if it qualifies or not.

Speaker speaker\_1: Okay, so is there a link? Because I'm not, I'm not seeing anything.

Speaker speaker\_0: So there's no link. You were to send us documentation back to the email from the one I just sent you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So you send the document that's requested to that email, and then we receive it. And once we receive it, we're going to do a, going to do a review and see if it qualifies as a QLE.

Speaker speaker\_1: All right. Sounds good.

Speaker speaker\_0: Okay. Well, was there anything else I could help you with today, Mr. Ethan?

Speaker speaker\_1: Uh, no, thank you.

Speaker speaker\_0: If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker\_1: Thank you. Bye.