

Transcript: Pamela

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Full Transcript

Thank you for calling ... Cigna card. This is Pamela speaking. How may I help you? Hi. I'm calling because my employer, their website, um, I was looking at the medical, medical coverage that they offer, and this is the number attached, so I'm calling to just ask some questions about it, about if I'm eligible. Okay, and, um, who do you work for? I work for Care Staffing. Okay. May I have the last four digits of your Social so I can pull up your file? 9080. First and last name. Adrian Doyle. Doyle. Doyle, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. My address is 6435 Northeast 154th Street, Kenmore, Washington 98028. And my birthday is October 30th, 2000. Thank you for the information. We have a telephone number on file, 425-420-5505. And your email's your first name, your last name, @mail.com? Yeah. Okay. By any chance, have you seen the benefit guide and what they offer? Um, n- well, I see that there's different coverage that they have, that they have medical, dental, couple other things, and I was wondering about the med- the medical. So, I'm going to send you by email a ben- a complete guide with all the benefits and prices and all that, because I'm going to have to do a eligibility review to s- to see if you're- Okay. ... eligible to enroll in the benefits. It does take 24 to 48 hours for them to get back to me, letting me know. So meanwhile, you could go over the benefit guide. Um, hmm, is there a specific time to call you, ma'am? Uh, I typically get off work at, like, 2:00, so anytime midday, you know. I don't know what, what time you got- you guys' office closes, but, um, 3:00 to 5:00. Three to five. Three to five? Where exactly? You are Central Time or Pacific? Like, I typically get off of work at 2:00, so really anytime after that I'm available. Okay, but you Pacific Time, right? Oh, yeah, Pacific Time. Okay, 'cause we are the Eastern Time, so that way I could have an idea. Um, I will go ahead and send the information. I'm gonna have them tell me, um, if you are eligible to roll. And if you are, I'm sure, I'm gonna give you a call and let you know. Um, so most likely I'll give you a call tomorrow, um, and, um, and- and then you'll be able to see the- the guide. And if you- you are eligible I could enroll you over the phone. Okay. And um- So... Go ahead, ma'am. Well, it says that I have to enroll within 30 days of my first paycheck, which I didn't, but, um, it said that I'm possibly eligible if I meet the special requirements. Like, if there's something that happened that could change that, like, for example, losing- So you have qualified life events? Sorry, what was that? A qualified life event? Yeah, a qualifying life event. So I just wanted to, uh, give that note because I am past the due date for that, but I'm hoping that- Okay. ... there's a- that maybe there's something that qualifies me. Okay. Did you lose benefits in the last 30 days? Um... With another company coverage? No. Do you have any- do you have a new-born baby within the last 30 days? A new baby, you said? Mm-hmm. No. You got married in the last 30 days? No. So those are the qualified life events that will allow you to enroll, um, so what I'm gonna do, I'm gonna send the information to the eligibility review anyway, and see what they

say, and I will give you a call back with the answer, 'cause those are the only re- only qualified life event will allow you to enroll. Okay. All right? Anything else I could do for you, ma'am? No, that was it. Thank you. All right, thank you for giving us a call. Have a great rest of the day. You as well. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling ... Cigna card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. I'm calling because my employer, their website, um, I was looking at the medical, medical coverage that they offer, and this is the number attached, so I'm calling to just ask some questions about it, about if I'm eligible.

Speaker speaker_0: Okay, and, um, who do you work for?

Speaker speaker_1: I work for Care Staffing.

Speaker speaker_0: Okay. May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_1: 9080.

Speaker speaker_0: First and last name.

Speaker speaker_1: Adrian Doyle.

Speaker speaker_0: Doyle. Doyle, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: My address is 6435 Northeast 154th Street, Kenmore, Washington 98028. And my birthday is October 30th, 2000.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 425-420-5505. And your email's your first name, your last name, @mail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. By any chance, have you seen the benefit guide and what they offer?

Speaker speaker_1: Um, n- well, I see that there's different coverage that they have, that they have medical, dental, couple other things, and I was wondering about the med- the medical.

Speaker speaker_0: So, I'm going to send you by email a ben- a complete guide with all the benefits and prices and all that, because I'm going to have to do a eligibility review to s- to see if you're-

Speaker speaker_1: Okay.

Speaker speaker_0: ... eligible to enroll in the benefits. It does take 24 to 48 hours for them to get back to me, letting me know. So meanwhile, you could go over the benefit guide. Um, hmm, is there a specific time to call you, ma'am?

Speaker speaker_1: Uh, I typically get off work at, like, 2:00, so anytime midday, you know. I don't know what, what time you got- you guys' office closes, but, um, 3:00 to 5:00.

Speaker speaker_0: Three to five. Three to five?

Speaker speaker_1: Where exactly?

Speaker speaker_0: You are Central Time or Pacific?

Speaker speaker_1: Like, I typically get off of work at 2:00, so really anytime after that I'm available.

Speaker speaker_0: Okay, but you Pacific Time, right?

Speaker speaker_1: Oh, yeah, Pacific Time.

Speaker speaker_0: Okay, 'cause we are the Eastern Time, so that way I could have an idea. Um, I will go ahead and send the information. I'm gonna have them tell me, um, if you are eligible to roll. And if you are, I'm sure, I'm gonna give you a call and let you know. Um, so most likely I'll give you a call tomorrow, um, and, um, and- and then you'll be able to see the guide. And if you- you are eligible I could enroll you over the phone.

Speaker speaker_1: Okay. And um-

Speaker speaker_0: So... Go ahead, ma'am.

Speaker speaker_1: Well, it says that I have to enroll within 30 days of my first paycheck, which I didn't, but, um, it said that I'm possibly eligible if I meet the special requirements. Like, if there's something that happened that could change that, like, for example, losing-

Speaker speaker_0: So you have qualified life events?

Speaker speaker_1: Sorry, what was that?

Speaker speaker_0: A qualified life event?

Speaker speaker_1: Yeah, a qualifying life event. So I just wanted to, uh, give that note because I am past the due date for that, but I'm hoping that-

Speaker speaker_0: Okay.

Speaker speaker_1: ... there's a- that maybe there's something that qualifies me.

Speaker speaker_0: Okay. Did you lose benefits in the last 30 days?

Speaker speaker_1: Um...

Speaker speaker_0: With another company coverage?

Speaker speaker_1: No.

Speaker speaker_0: Do you have any- do you have a new-born baby withi- within the last 30 days?

Speaker speaker_1: A new baby, you said?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: No.

Speaker speaker_0: You got married in the last 30 days?

Speaker speaker_1: No.

Speaker speaker_0: So those are the qualified life events that will allow you to enroll, um, so what I'm gonna do, I'm gonna send the information to the eligibility review anyway, and see what they say, and I will give you a call back with the answer, 'cause those are the only re-qualified life event will allow you to enroll.

Speaker speaker_1: Okay.

Speaker speaker_0: All right? Anything else I could do for you, ma'am?

Speaker speaker_1: No, that was it. Thank you.

Speaker speaker_0: All right, thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You as well. Bye.