

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, yes. I was trying to, uh, obtain some medical care through Ma- ManCan with you guys. Okay, through ManCan? Uh, what are the last four of your Social so I can open your file? 5802. And your first and last name? Myron Jeffrey. M-Y-R-O-N J-E-F-F-R-E-Y. Okay, thank you. For security purposes, I do need you to verify your address and your... Oh, actually, I don't have a address on file, so I will need you to, um, verify your full Social. Is it M-Y-R-O-N, your first name? Yes. M-Y, yes. So it looks like we're missing the address and the date of birth, so I do need you to verify your full Social due to security purposes. Oh, right. It's, uh, 27470-5802. Okay, thank you. Uh, and then what's your address so that I can input it in your file? 30-3069 Markham, M-A-R-K-H-A-M, Road, Columbus, Ohio. Uh, that's Markham Road, Apartment A, Columbus, Ohio 43207. Okay, give me one second. What apartment number was it? What apartment was it? I'm sorry. Apartment, Apartment A. Apartment A? Okay. And then what's your date of birth? 8/24/72. 8/24/1972? Yes, ma'am. And then your phone number, is that the one that you're calling from, the 330-604-3498? Yes, ma'am. Would you like to add a secondary? Yes. What is it? 614-377-2900. 3900 or 2900? 2900. And then would you like to add a email? Uh, yes. MyronDJeffery@gmail.com. Okay, thank you, sir. All right, sir. Um, in the last 30 days, have you experienced, like, a loss of benefit, gotten married, divorced, had a baby, or adopted within the last 30 days? Uh, uh, yeah. Lost a benefits, I've, uh... Uh, off-season, so I have not, uh, re-applied with the company I was previous with. Okay. So you lost benefit? Yes. Okay. Lost benefit. Um, okay. So, at the moment, I can't enroll you into the benefits because it's past your 30 days of receiving your first check, and then the company is not within company open enrollment. Okay. But since you just said that you lost benefit within the last 30 days, I would have to send you an email to your email file requesting documents stating that you lost those benefits within the last 30 days. And the main office- Oh. ... would have to review this, um, for eligibility, okay? And then once- All right. ... once they check to see if you are eligible, um, they'll, will give you a call and let you know. But at the moment, I wouldn't be able to enroll you due to the fact that you're outside the company open enrollment period. Which, for Man, let me see what month that was in. But I can definitely send you... It looks like their company open enrollment is within the month of April. So if for some reason you're not eligible once the main office gets the documents that you sent, in the month of April, that's when they're within company open enrollment and you can give us a call to enroll. But for now, I am gonna send you those documents requesting, um, you to send them to us, and then the main office will review to see if you're eligible to enroll with them. All right. Okay? So give me one second. Yeah. I'ma go ahead and send you those, that email to your email file. And then you said it was M-Y-R-O-N, the letter D- Yes. ... Jeffrey@gmail.com. Is that correct? Yes, ma'am. Okay.

Um, can I put you in a brief hold while I send you that email? All right. Okay, thanks.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Uh, yes. I was trying to, uh, obtain some medical care through Ma-ManCan with you guys.

Speaker speaker_1: Okay, through ManCan? Uh, what are the last four of your Social so I can open your file?

Speaker speaker_2: 5802.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Myron Jeffrey. M-Y-R-O-N J-E-F-F-R-E-Y.

Speaker speaker_1: Okay, thank you. For security purposes, I do need you to verify your address and your... Oh, actually, I don't have a address on file, so I will need you to, um, verify your full Social. Is it M-Y-R-O-N, your first name?

Speaker speaker_2: Yes. M-Y, yes.

Speaker speaker_1: So it looks like we're missing the address and the date of birth, so I do need you to verify your full Social due to security purposes.

Speaker speaker_2: Oh, right. It's, uh, 27470-5802.

Speaker speaker_1: Okay, thank you. Uh, and then what's your address so that I can input it in your file?

Speaker speaker_2: 30-3069 Markham, M-A-R-K-H-A-M, Road, Columbus, Ohio. Uh, that's Markham Road, Apartment A, Columbus, Ohio 43207.

Speaker speaker_1: Okay, give me one second. What apartment number was it? What apartment was it? I'm sorry.

Speaker speaker_2: Apartment, Apartment A.

Speaker speaker_1: Apartment A? Okay. And then what's your date of birth?

Speaker speaker_2: 8/24/72.

Speaker speaker_1: 8/24/1972?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then your phone number, is that the one that you're calling from, the 330-604-3498?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Would you like to add a secondary?

Speaker speaker_2: Yes.

Speaker speaker_1: What is it?

Speaker speaker_2: 614-377-2900.

Speaker speaker_1: 3900 or 2900?

Speaker speaker_2: 2900.

Speaker speaker_1: And then would you like to add a email?

Speaker speaker_2: Uh, yes. MyronDJeffery@gmail.com.

Speaker speaker_1: Okay, thank you, sir. All right, sir. Um, in the last 30 days, have you experienced, like, a loss of benefit, gotten married, divorced, had a baby, or adopted within the last 30 days?

Speaker speaker_2: Uh, uh, yeah. Lost a benefits, I've, uh... Uh, off-season, so I have not, uh, re-applied with the company I was previous with.

Speaker speaker_1: Okay. So you lost benefit?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: Lost benefit.

Speaker speaker_1: Um, okay. So, at the moment, I can't enroll you into the benefits because it's past your 30 days of receiving your first check, and then the company is not within company open enrollment.

Speaker speaker_2: Okay.

Speaker speaker_1: But since you just said that you lost benefit within the last 30 days, I would have to send you an email to your email file requesting documents stating that you lost those benefits within the last 30 days. And the main office-

Speaker speaker_2: Oh.

Speaker speaker_1: ... would have to review this, um, for eligibility, okay? And then once-

Speaker speaker_2: All right.

Speaker speaker_1: ... once they check to see if you are eligible, um, they'll, will give you a call and let you know. But at the moment, I wouldn't be able to enroll you due to the fact that

you're outside the company open enrollment period. Which, for Man, let me see what month that was in. But I can definitely send you... It looks like their company open enrollment is within the month of April. So if for some reason you're not eligible once the main office gets the documents that you sent, in the month of April, that's when they're within company open enrollment and you can give us a call to enroll. But for now, I am gonna send you those documents requesting, um, you to send them to us, and then the main office will review to see if you're eligible to enroll with them.

Speaker speaker_2: All right.

Speaker speaker_1: Okay? So give me one second.

Speaker speaker_2: Yeah.

Speaker speaker_1: I'ma go ahead and send you those, that email to your email file. And then you said it was M-Y-R-O-N, the letter D-

Speaker speaker_2: Yes.

Speaker speaker_1: ... Jeffrey@gmail.com. Is that correct?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Um, can I put you in a brief hold while I send you that email?

Speaker speaker_2: All right.

Speaker speaker_1: Okay, thanks.