

Transcript: Justin

Mills-4918951998308352-5587800041111552

Full Transcript

Thank you for calling Benefit Minute Card. This is Justin. How can I help you today? Hi. I was just calling 'cause I had a missed call from you guys. Um, was there a voicemail left by any chance? Yes. So, I was trying to add my spouse, um, to my, um, insurance card and they were saying that they couldn't do it for some reason. I, I couldn't hear the end of the voicemail. Yeah. Let me try pulling your file. What's that staffing agency you work for? Oxford Global Resources. And the last four of your Social? 3495. And what was your first and last name? Tamoya Henderson. And for security purposes, could you verify your home address, including city, state and zip code, Tamoya? Uh, 1309 Coral K Lane, Round Rock, Texas 78664. And confirm your date of birth? 09/27/'93. And a good telephone number. I have a 619-519-0105. Yes. And the email I have is tamoyahendersonconsulting@gmail? Yes. Okay. So, let me check note history and see what's going on. Bear with me one second. So, the outbound that you received was to inform you that the spouse was not eligible to enroll at this time since the QLE was not submitted within 30 days of the Qualifying Life Event. Um, so it was submitted outside of the 30 days, so that's the reason why the spouse cannot be added to the coverage. Okay. I wasn't aware of that because when I had originally tried to submit, um, I didn't have the marriage license, like, certified. And so, I was told that it was 30 days after the marriage license was actually, like, certified, which wasn't until April 14th, and right now it's only the 2nd. Um, okay. So, I'm just going based off what the back office or the account manager said. Um, the QLE was not submitted within 30 days of the Qualifying Life Event. The spouse is not eligible to enroll at this time. Is it possible for me to be, um, escalated to a manager, or is there anybody else that I can speak to 'cause I would have just given the original certificate without it being certified, but I was told that it would need to be certified, and that didn't happen until April 14th. Yeah. Um, I can see- And that's all on the marriage license. Yeah. I mean, I can see if a team lead is available. Um, my supervisor's not currently here right now, but let me see if my team lead is available. Bear with me one second. Okay. Thank you. You're welcome. Hello, Tamoya. Are you still there? Yes, I am. Awesome. Thank you so much for holding. So, I'm about to go ahead and transfer you over to the team lead, okay? Okay. Thank you. You're welcome.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Minute Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi. I was just calling 'cause I had a missed call from you guys.

Speaker speaker_0: Um, was there a voicemail left by any chance?

Speaker speaker_1: Yes. So, I was trying to add my spouse, um, to my, um, insurance card and they were saying that they couldn't do it for some reason. I, I couldn't hear the end of the voicemail.

Speaker speaker_0: Yeah. Let me try pulling your file. What's that staffing agency you work for?

Speaker speaker_1: Oxford Global Resources.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 3495.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Tamoya Henderson.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Tamoya?

Speaker speaker_1: Uh, 1309 Coral K Lane, Round Rock, Texas 78664.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 09/27/'93.

Speaker speaker_0: And a good telephone number. I have a 619-519-0105.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is tamoyahendersonconsulting@gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, let me check note history and see what's going on. Bear with me one second. So, the outbound that you received was to inform you that the spouse was not eligible to enroll at this time since the QLE was not submitted within 30 days of the Qualifying Life Event. Um, so it was submitted outside of the 30 days, so that's the reason why the spouse cannot be added to the coverage.

Speaker speaker_1: Okay. I wasn't aware of that because when I had originally tried to submit, um, I didn't have the marriage license, like, certified. And so, I was told that it was 30 days after the marriage license was actually, like, certified, which wasn't until April 14th, and right now it's only the 2nd.

Speaker speaker_0: Um, okay. So, I'm just going based off what the back office or the account manager said. Um, the QLE was not submitted within 30 days of the Qualifying Life Event. The spouse is not eligible to enroll at this time.

Speaker speaker_1: Is it possible for me to be, um, escalated to a manager, or is there anybody else that I can speak to 'cause I would have just given the original certificate without

it being certified, but I was told that it would need to be certified, and that didn't happen until April 14th.

Speaker speaker_0: Yeah. Um, I can see-

Speaker speaker_1: And that's all on the marriage license.

Speaker speaker_0: Yeah. I mean, I can see if a team lead is available. Um, my supervisor's not currently here right now, but let me see if my team lead is available. Bear with me one second.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. Hello, Tamoya. Are you still there?

Speaker speaker_1: Yes, I am.

Speaker speaker_0: Awesome. Thank you so much for holding. So, I'm about to go ahead and transfer you over to the team lead, okay?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome.