

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, uh, Mr. Malcolm. This is, uh, Vanessa. I'm calling, um, because, um, a fourth op was... I'm not sure if you guys only work for ATT, but I work for ATT and I was, um, sent over the number to call for benefits, um, and I don't really know, um, like how do I- So you want to get- ... like work. Right. Yeah. Okay. So you want to get, get enrolled? Yes, sir. All right. What was the last four of your social? 3466. First name you said Vanessa. What's your last name? West. Say that one more time. West. W-E-S-T. Vanessa is spelled V-E-N-N-E-S-S-A. I'm not sure if that matters. All right. For security purposes, can you verify your address and date of birth for me? Yes. 43 Main Street, Apartment 2, Pittsburgh, PA 15210 or 205. Um, my date of birth is 06/10/94. Thank you. Again. Oh, we have your phone number 412-759-4429? Yes, sir. And a good... Email is vanessawest@gmail.com? Yes, sir. Yeah. So it looks like we're gonna have to do an eligibility review before I can get you enrolled because you have multiple hire dates in the system. Okay. So typically it takes 24 to 48 hours, so, and we're closed on the weekends, so most likely you'll usually hear back Monday or Tuesday of next week. Okay. And what would make you not eligible? The h- the multiple hire dates in the system. We have a, we have five different dates dating back from 2019. Oh, okay. That's weird. Okay. All right. What did you say? And- You could go ahead. No, I, it's fine. So with this investigation, are you determining if it's one start date or five? Because this is not fast start dates, but, um, what is being determined right now? I mean, I know if I should see if I'm eligible. Yes, ma'am. So that's the, that's really the only thing. Since you have multiple hire dates in the system, the system's not able to pick which hire date is the most accurate one. So when it comes to your hire date- Last year- You only have 30 days from the date you receive your first paycheck to get enrolled into coverage. After those 30 days, you have to wait until a company open enrollment period or you have to have a qualifying life event. So they do the review to see what your most recent hire date is and we're going to go based off that most recent hire date. We don't do that here. Oh, okay. Just the back office and that's, and they're the ones to do that investigation. Okay. Thank you so much. No problem, Ms. West. Thank you. That's all you needed from me right now? Yes, ma'am. And once I hear back from them- Okay. ... I'll get back. Okay. Thank you so much. No problem, Ms. West. Was there anything else I can help you with today? Bye-bye. No, that'll be all. Thank you. Thank you. No problem. Thanks for calling Benefits in the Car. I hope y'all have a great weekend. You too. Thank you. Thank you very much. Bye-bye. 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, uh, Mr. Malcolm. This is, uh, Vanessa. I'm calling, um, because, um, a fourth op was... I'm not sure if you guys only work for ATT, but I work for ATT and I was, um, sent over the number to call for benefits, um, and I don't really know, um, like how do I-

Speaker speaker_1: So you want to get-

Speaker speaker_2: ... like work. Right. Yeah. Okay.

Speaker speaker_3: So you want to get, get enrolled?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. What was the last four of your social?

Speaker speaker_3: 3466.

Speaker speaker_1: First name you said Vanessa. What's your last name?

Speaker speaker_2: West.

Speaker speaker_1: Say that one more time.

Speaker speaker_2: West. W-E-S-T. Vanessa is spelled V-E-N-N-E-S-S-A. I'm not sure if that matters.

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

Speaker speaker_2: Yes. 43 Main Street, Apartment 2, Pittsburgh, PA 15210 or 205. Um, my date of birth is 06/10/94.

Speaker speaker_1: Thank you. Again. Oh, we have your phone number 412-759-4429?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And a good... Email is vanessawest@gmail.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Yeah. So it looks like we're gonna have to do an eligibility review before I can get you enrolled because you have multiple hire dates in the system.

Speaker speaker_2: Okay.

Speaker speaker_1: So typically it takes 24 to 48 hours, so, and we're closed on the weekends, so most likely you'll usually hear back Monday or Tuesday of next week.

Speaker speaker_2: Okay. And what would make you not eligible?

Speaker speaker_1: The h- the multiple hire dates in the system. We have a, we have five different dates dating back from 2019.

Speaker speaker_2: Oh, okay. That's weird. Okay.

Speaker speaker_1: All right.

Speaker speaker_4: What did you say?

Speaker speaker_2: And-

Speaker speaker_1: You could go ahead.

Speaker speaker_2: No, I, it's fine. So with this investigation, are you determining if it's one start date or five? Because this is not fast start dates, but, um, what is being determined right now? I mean, I know if I should see if I'm eligible.

Speaker speaker_1: Yes, ma'am. So that's the, that's really the only thing. Since you have multiple hire dates in the system, the system's not able to pick which hire date is the most accurate one. So when it comes to your hire date-

Speaker speaker_2: Last year-

Speaker speaker_1: You only have 30 days from the date you receive your first paycheck to get enrolled into coverage. After those 30 days, you have to wait until a company open enrollment period or you have to have a qualifying life event. So they do the review to see what your most recent hire date is and we're going to go based off that most recent hire date. We don't do that here.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Just the back office and that's, and they're the ones to do that investigation.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: No problem, Ms. West.

Speaker speaker_4: Thank you.

Speaker speaker_2: That's all you needed from me right now?

Speaker speaker_1: Yes, ma'am. And once I hear back from them-

Speaker speaker_2: Okay.

Speaker speaker_1: ... I'll get back.

Speaker speaker_2: Okay. Thank you so much.

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

Speaker speaker_4: Bye-bye.

Speaker speaker_2: No, that'll be all. Thank you.

Speaker speaker_4: Thank you.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Car. I hope y'all have a great weekend.

Speaker speaker_2: You too. Thank you.

Speaker speaker_4: Thank you very much.

Speaker speaker_2: Bye-bye.

Speaker speaker_4: Bye.