

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? What up on there? How are you, brother? Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hello. Good afternoon. How are you? I'm doing good. How about you? I'm good. Thanks for, for your thing. So actually, uh, I worked for personal partner, so they, they're going to give, giving me... They've given me this number for call, uh, care insurance. Care benefit. You... Were you wanting to get enrolled in health insurance? Yeah. Partner care insurance. What's that? Partners Personnel? What's the latter four of your social? Last who say? Last four of your social security number, sir. All right. One, eight, five, six. You said one, eight, five, six? Yeah. First name? Rashida. Say your first name one more time? Rashida. Rashida? Yeah. How do you spell that? Oh, you saying Rashida? Yeah. Last name? Begum. For security purposes, can you verify your address and date of birth for me? January 1, 1986. Say that one more time, sir? January 1, 1986. Right. And your date... And your address? 1135 Gandhesan Court, Clifton GA 30001. That's not the address that we have on file, sir. No? That's not the address that we have on file. Begum? That's not the address that we have on file, sir. I can't understand. Uh- That's not the... We don't have that address on file. There's a different address that's on file. I'm going to need you to verify the address that's on file. Because the... The address change, but I don't know wh- wh- what or which one, so you can also check 751 North Indian Creek Drive, Apartment 542. Thank you. So is that a old address? Old address 1135 Gandhesan Court, Clifton GA 30001. Say that again, sir. 1135- No, I'm asking is, is the... Is that a old address, the 751? Is that an old address? It's the new address, 751. That's your new address? Yes. Yeah, 751 new address, old address 1135. Yes, that's the address we have on file. So we got your phone number at 948-8665? Yes. And your email is rushad... rushadab231@gmail.com? Yeah, yeah. All right. Sir, it doesn't look like you have any coverage. Or you... I mean, it doesn't look like you're eligible to get enrolled. You... In order for you to get enrolled, you would need to... You would have to wait for a company open enrollment period, or you have to have a qualifying life event, such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier. I have to what? You're not eligible to get enrolled right now. You would have to wait until a company open enrollment period, or you have to have a qualifying life event, such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier. Actually, I didn't understand. That is a... They give me... They've given me this number, you know, for calling care insurance. I understand, sir. But you're not eligible to get enrolled right now. Right now you said, uh, you didn't qualify for care insurance. I didn't know why. Say that again, sir. Right now you said so you didn't qualify for insurance, care insurance. Yeah. So peop- people typically call us to get enrolled into their health insurance. What I'm telling you right now is you're outside of your personal open enrollment window, which is 30 days from

the date you received your first paycheck. So at this point, you'll have to wait until a company open enrollment period or have a qualifying life event. Which one you... You provide care insurance? We're not a provider, sir. We're a plan administrator. All we do is get you enrolled or unenrolled from the coverage. I saw you. You from California? No, sir, we're not in California. And your number is California. Your number is- No, sir. ... from California. California? No, sir. I thought you were. I saw, that's why I asked you. So... I need the insurance, care insurance, so for Medicaid and- But this isn't, this isn't Medicaid. This is offered through Partners Personnel. This is not Medicaid? Is this Medicaid or- Medicaid, sir? Is this Medicaid? No, sir. It i- What is this care insurance? It is for health insurance through Partners Personnel. What, uh, wi- will it work? Sir? What is the work, uh, care insurance, by the care insurance, uh, how, how can you do that? I don't, I couldn't, I couldn't help you... I wouldn't be able to help you with any Medicaid insurance, sir. I just said you're gonna, uh, help me for care insurance. You said- I would not be- ... and then leave it. So you're... Sir, so you called us to get enrolled into the health insurance. Right now, you're not eligible to get enrolled into the health insurance 'cause you're outside of your personal open enrollment window, which is 30 days- Hmm. ... from the date you receive your first paycheck. So at this point, you have to have a company open enrollment period where you have to have a qualifying life event in order to get enrolled into the coverage. Can you, uh, uh, text me right now about this? I wouldn't, I wouldn't be able to text you, sir. Yeah, you can text me about the other dates for, uh, I will see, yeah? I wouldn't be able to text you anything, sir. Oh. Oh, brother. Okay, brothers.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: What up on there? How are you, brother?

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: Hello. Good afternoon. How are you?

Speaker speaker_0: I'm doing good. How about you?

Speaker speaker_1: I'm good. Thanks for, for your thing. So actually, uh, I worked for personal partner, so they, they're going to give, giving me... They've given me this number for call, uh, care insurance. Care benefit.

Speaker speaker_0: You... Were you wanting to get enrolled in health insurance?

Speaker speaker_1: Yeah. Partner care insurance.

Speaker speaker_0: What's that? Partners Personnel? What's the latter four of your social?

Speaker speaker_1: Last who say?

Speaker speaker_0: Last four of your social security number, sir.

Speaker speaker_1: All right. One, eight, five, six.

Speaker speaker_0: You said one, eight, five, six?

Speaker speaker_1: Yeah.

Speaker speaker_0: First name?

Speaker speaker_1: Rashida.

Speaker speaker_0: Say your first name one more time?

Speaker speaker_1: Rashida.

Speaker speaker_0: Rashida?

Speaker speaker_1: Yeah.

Speaker speaker_0: How do you spell that? Oh, you saying Rashida?

Speaker speaker_1: Yeah.

Speaker speaker_0: Last name?

Speaker speaker_1: Begum.

Speaker speaker_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: January 1, 1986.

Speaker speaker_0: Say that one more time, sir?

Speaker speaker_1: January 1, 1986.

Speaker speaker_0: Right. And your date... And your address?

Speaker speaker_1: 1135 Gandhesan Court, Clifton GA 30001.

Speaker speaker_0: That's not the address that we have on file, sir.

Speaker speaker_1: No?

Speaker speaker_0: That's not the address that we have on file.

Speaker speaker_1: Begum?

Speaker speaker_0: That's not the address that we have on file, sir.

Speaker speaker_1: I can't understand. Uh-

Speaker speaker_0: That's not the... We don't have that address on file. There's a different address that's on file. I'm going to need you to verify the address that's on file.

Speaker speaker_1: Because the... The address change, but I don't know wh- wh- what or which one, so you can also check 751 North Indian Creek Drive, Apartment 542.

Speaker speaker_0: Thank you. So is that a old address?

Speaker speaker_1: Old address 1135 Gandhesan Court, Clifton GA 30001.

Speaker speaker_0: Say that again, sir.

Speaker speaker_1: 1135-

Speaker speaker_0: No, I'm asking is, is the... Is that a old address, the 751? Is that an old address?

Speaker speaker_1: It's the new address, 751.

Speaker speaker_0: That's your new address?

Speaker speaker_1: Yes. Yeah, 751 new address, old address 1135.

Speaker speaker_0: Yes, that's the address we have on file. So we got your phone number at 948-8665?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is rushad... rushadab231@gmail.com?

Speaker speaker_1: Yeah, yeah.

Speaker speaker_0: All right. Sir, it doesn't look like you have any coverage. Or you... I mean, it doesn't look like you're eligible to get enrolled. You... In order for you to get enrolled, you would need to... You would have to wait for a company open enrollment period, or you have to have a qualifying life event, such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier.

Speaker speaker_1: I have to what?

Speaker speaker_0: You're not eligible to get enrolled right now. You would have to wait until a company open enrollment period, or you have to have a qualifying life event, such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier.

Speaker speaker_1: Actually, I didn't understand. That is a... They give me... They've given me this number, you know, for calling care insurance.

Speaker speaker_0: I understand, sir. But you're not eligible to get enrolled right now.

Speaker speaker_1: Right now you said, uh, you didn't qualify for care insurance. I didn't know why.

Speaker speaker_0: Say that again, sir.

Speaker speaker_1: Right now you said so you didn't qualify for insurance, care insurance.

Speaker speaker_0: Yeah. So peop- people typically call us to get enrolled into their health insurance. What I'm telling you right now is you're outside of your personal open enrollment window, which is 30 days from the date you received your first paycheck. So at this point, you'll have to wait until a company open enrollment period or have a qualifying life event.

Speaker speaker_1: Which one you... You provide care insurance?

Speaker speaker_0: We're not a provider, sir. We're a plan administrator. All we do is get you enrolled or unenrolled from the coverage.

Speaker speaker_1: I saw you. You from California?

Speaker speaker_0: No, sir, we're not in California.

Speaker speaker_1: And your number is California. Your number is-

Speaker speaker_0: No, sir.

Speaker speaker_1: ... from California. California?

Speaker speaker_0: No, sir.

Speaker speaker_1: I thought you were. I saw, that's why I asked you. So... I need the insurance, care insurance, so for Medicaid and-

Speaker speaker_0: But this isn't, this isn't Medicaid. This is offered through Partners Personnel.

Speaker speaker_1: This is not Medicaid? Is this Medicaid or-

Speaker speaker_0: Medicaid, sir?

Speaker speaker_1: Is this Medicaid?

Speaker speaker_0: No, sir. It i-

Speaker speaker_1: What is this care insurance?

Speaker speaker_0: It is for health insurance through Partners Personnel.

Speaker speaker_1: What, uh, wi- will it work?

Speaker speaker_0: Sir?

Speaker speaker_1: What is the work, uh, care insurance, by the care insurance, uh, how, how can you do that?

Speaker speaker_0: I don't, I couldn't, I couldn't help you... I wouldn't be able to help you with any Medicaid insurance, sir.

Speaker speaker_1: I just said you're gonna, uh, help me for care insurance. You said-

Speaker speaker_0: I would not be-

Speaker speaker_1: ...

Speaker speaker_2: and then leave it.

Speaker speaker_0: So you're... Sir, so you called us to get enrolled into the health insurance. Right now, you're not eligible to get enrolled into the health insurance 'cause you're outside of your personal open enrollment window, which is 30 days-

Speaker speaker_1: Hmm.

Speaker speaker_0: ... from the date you receive your first paycheck. So at this point, you have to have a company open enrollment period where you have to have a qualifying life event in order to get enrolled into the coverage.

Speaker speaker_1: Can you, uh, uh, text me right now about this?

Speaker speaker_0: I wouldn't, I wouldn't be able to text you, sir.

Speaker speaker_1: Yeah, you can text me about the other dates for, uh, I will see, yeah?

Speaker speaker_0: I wouldn't be able to text you anything, sir.

Speaker speaker_2: Oh.

Speaker speaker_1: Oh, brother. Okay, brothers.