

## **Transcript: Malcolm**

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### **Full Transcript**

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Yes, uh, this is Juanita Colbert, and I was calling about the insurance. What staffing company do you work for? Uh, repeat that please? What staffing company do you work for? WorkSmart... in Lavonia, Georgia. What's the last four of your social? 1999. First name? Juanita. And for security purposes, can you verify your address and date of birth for me? It's 306 Textile, Lavonia, Georgia. And my birthday is July the 8th, 1960. That's not the address that we have on file. If you don't mind, uh, they must not let y'all change, know to change it. Uh, it's, it was 103 Glover Street, Cannon, Georgia, but I don't live there anymore. Okay. What's your new address? It's 306 Textile Avenue. You can just put A-V-E for the Avenue. And- Is textile T-E-X-T-I-L-E? Yes. T-E-X-T-I-L-E. Uh-huh. And city, state, zip code? Uh, repeat that please? The city, state, and zip code. Lavonia, Georgia. How do you spell that? L-A-V-O-N-I-A, and then G-A. And the zip code? 30553. Thank you. So we got your phone number at 386-7424. Yes, that's correct. You did put the, um, Textile Ave, you put the Textile Avenue, right? Yes, ma'am. Okay. And again, email is colbertjuanita8@gmail.com. Yes. Hey, how can I help you today? Uh, I was calling about the, uh, insurance as far as medical. Do I have to have it? I would just like to have vision and dental if that's, you know, what I could get. I don't need the medical really. Right. So before we can get you enrolled, we have to do an eligibility review 'cause you have multiple hire dates in the system. Well, I started- So- ... back in December the 9th. That's when I went through WorkSmart last year. But- Okay. So you do, you do have only 30 days from the date you received your first paycheck to get enrolled in coverage. So if you were- Oh, yeah. ... enrolled since December of last year, then you... Right at this point, you have to wait until open enrollment period where 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. Let me ask you a question. So, uh, I started in December, so no medical has been taken out of my check for insurance. No, ma'am. They said, they said it was auto-automatically enrollment, so, so in other words, you're telling me if I want insurance, I have to enroll it through my- myself with y'all? So it does show that they do auto-enroll. Um, let's see. But it doesn't look, say, look like they auto-enrolled you. It looks like the last time you had coverage was in 2002. Okay. So, so other words, nothing's... So, so in other words, I don't have medical insurance through y'all? No, ma'am. You don't have any coverage right now. Okay. But if I do want cover- coverage, I can call you and get enrolled in coverage? So I would have to do an eligibility review 'cause you do have multiple hire dates in the system. And then if you don't- Okay. If you're not eligible, you'll 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. Oh, okay, 'cause I mean, they had me thinking that, that, you know, I was already in it, so I'm not though.

No, ma'am. Okay, 'cause, uh, I mean, I wouldn't want the medical no way. I would just want the vision and the dental. That'll be all. So, uh, when is open enrollment? Give me one moment. When enrollment for WorkSmart... Looks like they're open... Last year was December 9th until January 31st of this year. They haven't given- Uh-oh. You kind, you kind of went out. If you don't mind repeating it? Excuse me? Oh, God. It's this area, I mean, I'm trying- I'm sorry, last year their open enrollment was 12/09/24. Huh? Can you hear me, ma'am? Oh, it went, it... I heard you just then, but it went out again. So open enrollment as of this year's when now? So they haven't given us a date, but typically it stays the same. So last year it was December 9th until January 31st of this year. Okay. Well, all right then. I mean, you know, I know now. Brighton, if you don't mind, go knock on her door and tell them I'm here. But I'm glad that, uh, you let me know I, I'm not... I don't have coverage 'cause they, it says automatic open enrollment. I mean, I was thinking that, you know, they automatically do it themselves, but I see they don't, right? Mm-hmm. Okay. Typically they, I mean, typically they do auto-enroll, but maybe since you've been a past hire, then maybe the date is... I'm not sure what happened in that scenario. Okay. But I was just want mainly making sure whether I had coverage or not. But you let me know I don't. So I know they're, they're not taking out nothing for insurance. Yes, ma'am. Was there anything I can help you with- All right. ... today, Ms. Colbert? That'll be all. I'm glad that I got to get in touch with you to give you my, uh, address. Yes, ma'am. If there's nothing else, Ms. Colbert, thanks for calling Benefits in the Car. I hope you have a great rest of your week. All right. And you too, and you have a good day. Thank you. Mm-hmm. Bye-bye. You can go to the next one.

## Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_1: Yes, uh, this is Juanita Colbert, and I was calling about the insurance.

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: Uh, repeat that please?

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: WorkSmart... in Lavonia, Georgia.

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: 1999.

Speaker speaker\_0: First name?

Speaker speaker\_1: Juanita.

Speaker speaker\_0: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: It's 306 Textile, Lavonia, Georgia. And my birthday is July the 8th, 1960.

Speaker speaker\_0: That's not the address that we have on file.

Speaker speaker\_1: If you don't mind, uh, they must not let y'all change, know to change it. Uh, it's, it was 103 Glover Street, Cannon, Georgia, but I don't live there anymore.

Speaker speaker\_0: Okay. What's your new address?

Speaker speaker\_1: It's 306 Textile Avenue. You can just put A-V-E for the Avenue. And-

Speaker speaker\_0: Is textile T-E-X-T-I-L-E?

Speaker speaker\_1: Yes. T-E-X-T-I-L-E. Uh-huh.

Speaker speaker\_0: And city, state, zip code?

Speaker speaker\_1: Uh, repeat that please?

Speaker speaker\_0: The city, state, and zip code.

Speaker speaker\_1: Lavonia, Georgia.

Speaker speaker\_0: How do you spell that?

Speaker speaker\_1: L-A-V-O-N-I-A, and then G-A.

Speaker speaker\_0: And the zip code?

Speaker speaker\_1: 30553.

Speaker speaker\_0: Thank you. So we got your phone number at 386-7424.

Speaker speaker\_1: Yes, that's correct. You did put the, um, Textile Ave, you put the Textile Avenue, right?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And again, email is colbertjuanita8@gmail.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Hey, how can I help you today?

Speaker speaker\_1: Uh, I was calling about the, uh, insurance as far as medical. Do I have to have it? I would just like to have vision and dental if that's, you know, what I could get. I don't need the medical really.

Speaker speaker\_0: Right. So before we can get you enrolled, we have to do a eligibility review 'cause you have multiple hire dates in the system.

Speaker speaker\_1: Well, I started-

Speaker speaker\_0: So-

Speaker speaker\_1: ... back in December the 9th. That's when I went through WorkSmart last year. But-

Speaker speaker\_0: Okay. So you do, you do have only 30 days from the date you received your first paycheck to get enrolled in coverage. So if you were-

Speaker speaker\_1: Oh, yeah.

Speaker speaker\_0: ... enrolled since December of last year, then you... Right at this point, you have to wait until open enrollment period where 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: Let me ask you a question. So, uh, I started in December, so no medical has been taken out of my check for insurance.

Speaker speaker\_0: No, ma'am.

Speaker speaker\_1: They said, they said it was auto- automatically enrollment, so, so in other words, you're telling me if I want insurance, I have to enroll it through my- myself with y'all?

Speaker speaker\_0: So it does show that they do auto-enroll. Um, let's see. But it doesn't look, say, look like they auto-enrolled you. It looks like the last time you had coverage was in 2002.

Speaker speaker\_1: Okay. So, so other words, nothing's... So, so in other words, I don't have medical insurance through y'all?

Speaker speaker\_0: No, ma'am. You don't have any coverage right now.

Speaker speaker\_1: Okay. But if I do want cover- coverage, I can call you and get enrolled in coverage?

Speaker speaker\_0: So I would have to do an eligibility review 'cause you do have multiple hire dates in the system. And then if you don't-

Speaker speaker\_1: Okay.

Speaker speaker\_0: If you're not eligible, you'll 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: Oh, okay, 'cause I mean, they had me thinking that, that, you know, I was already in it, so I'm not though.

Speaker speaker\_0: No, ma'am.

Speaker speaker\_1: Okay, 'cause, uh, I mean, I wouldn't want the medical no way. I would just want the vision and the dental. That'll be all. So, uh, when is open enrollment?

Speaker speaker\_0: Give me one moment. When enrollment for WorkSmart... Looks like they're open... Last year was December 9th until January 31st of this year. They haven't

given-

Speaker speaker\_1: Uh-oh. You kind, you kind of went out. If you don't mind repeating it?

Speaker speaker\_0: Excuse me?

Speaker speaker\_1: Oh, God. It's this area, I mean, I'm trying-

Speaker speaker\_0: I'm sorry, last year their open enrollment was 12/09/24. Huh? Can you hear me, ma'am?

Speaker speaker\_1: Oh, it went, it... I heard you just then, but it went out again. So open enrollment as of this year's when now?

Speaker speaker\_0: So they haven't given us a date, but typically it stays the same. So last year it was December 9th until January 31st of this year.

Speaker speaker\_1: Okay. Well, all right then. I mean, you know, I know now. Brighton, if you don't mind, go knock on her door and tell them I'm here. But I'm glad that, uh, you let me know I, I'm not... I don't have coverage 'cause they, it says automatic open enrollment. I mean, I was thinking that, you know, they automatically do it themselves, but I see they don't, right?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Typically they, I mean, typically they do auto-enroll, but maybe since you've been a past hire, then maybe the date is... I'm not sure what happened in that scenario.

Speaker speaker\_1: Okay. But I was just want mainly making sure whether I had coverage or not. But you let me know I don't. So I know they're, they're not taking out nothing for insurance.

Speaker speaker\_0: Yes, ma'am. Was there anything I can help you with-

Speaker speaker\_1: All right.

Speaker speaker\_0: ... today, Ms. Colbert?

Speaker speaker\_1: That'll be all. I'm glad that I got to get in touch with you to give you my, uh, address.

Speaker speaker\_0: Yes, ma'am. If there's nothing else, Ms. Colbert, thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker\_1: All right. And you too, and you have a good day.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Mm-hmm. Bye-bye.

Speaker speaker\_2: You can go to the next one.