

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm, how can I help you? Hi, Malcolm. So I recent... I was employed through, uh, Doherty Staffing Services, and I had my health insurance through you guys. Uh, so I got a new job, and in order to get on MNSure and stuff, 'cause my new job doesn't provide me health insurance, I need a closure notice of my health insurance from you guys, 'cause it's technically a life-changing event, so I can get health insurance through MNSure. Okay. What's the last four of your social? 0981. First name? Hunter. Last name? Bednare. Okay. For security purposes, can you verify your address and date of birth for me? Yep. 1236 County Road 23, Brainerd, Minnesota, 56401. May 12th, 1998. 05121998. Thank you. So I got phone number at 232-7166. Yep. And the email is 12hve... Oh, wait, 12h last name@gmail.com? Yep. Okay. So it looks like a statement of coverage was sent to you on the 7th. Yes. But I don't know if that qualifies as a closure notice, because my girlfriend - That's the only thing that we would be able to send to you, sir, is a, is a statement of coverage letter. Okay. That's the only thing that we'd be able to provide. Okay. Um, all right. You s- were you saying you need... What were you going to say? I didn't mean to cut you off. No, you're fine. I'm... So, my girlfriend works for the state, and she says you... I'm supposed to get a closure notice 'cause when I change jobs, it's a life-changing event, and to get under a new health insurance program, I have to have that. So I'm just trying to figure out... 'cause she looked at the statement that I got sent, and she didn't know if that would work. So I'm trying to figure out if- So possibly that could be something you get from the carrier. Um, I can give you the carrier's phone number. But from... As far as what we can send you, that would be the only thing that we could send you that will pretty much be what you're asking for. Well, who's the carrier? 'Cause aren't you guys the one that provides the health insurance? No, sir. We're just a plan administrator. All we do is get you enrolled or unenrolled from the coverage. Your actual c-... You have multiple actually for the plans that you had. So there's three different carriers. So American Public Life covered a majority of what you had, and then you have- Okay. ... MetLife, and then you have... What else? So you just have MetLife and American Public Life. Okay. So they would probably be the ones that I would get a closure notice from? Uh, I can't- But- ... tell yes or no to that. But I was saying maybe they'll be able to help you with that more than us. What we sent you, that statement of coverage, is the b- best thing that we have to offer in, as far as what you would need for that. Um, yeah, if you could get me in touch with them, that would be awesome. Yeah, whenever you're ready, I can give you their phone number. Uh, yeah, give me one sec. Mm-hmm. Uh, do, do, do. Okay, what's the phone number? So it's American Public Life. Their phone number is 1-800-256-8606. You want to hit option four to speak to a representative. What was that? Option four? Yes, sir. Okay. So I got 1-800-256-8606 option four to get to where I need to go. That's American Public Life. Yes, sir. And your vision is covered by... It was covered by

MetLife. I can give you their phone number as well. What'd you say MetLife covered? Um, your vision. Oh, okay. Uh, what was their phone number? It's 1-800-615- 615- I mean, 1883. 1883? Yes, sir. Okay. All right. It's 1-800-615-1883. Yep, got that. Now, what was the name of the document you wanted to request one more time? Uh, closure notice. Okay. I just had to make that... make sure I got that name for the note. Mm-hmm. Anything else I can help you with today, Mr. Hunter? Nope, that'll be it. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week. All right. Thank you. No problem. Bye.

Conversation Format

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

Speaker speaker_1: Hi, Malcolm. So I recent... I was employed through, uh, Doherty Staffing Services, and I had my health insurance through you guys. Uh, so I got a new job, and in order to get on MNSure and stuff, 'cause my new job doesn't provide me health insurance, I need a closure notice of my health insurance from you guys, 'cause it's technically a life-changing event, so I can get health insurance through MNSure.

Speaker speaker_0: Okay. What's the last four of your social?

Speaker speaker_1: 0981.

Speaker speaker_0: First name?

Speaker speaker_1: Hunter.

Speaker speaker_0: Last name?

Speaker speaker_1: Bednare.

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

Speaker speaker_1: Yep. 1236 County Road 23, Brainerd, Minnesota, 56401. May 12th, 1998. 05121998.

Speaker speaker_0: Thank you. So I got phone number at 232-7166.

Speaker speaker_1: Yep.

Speaker speaker_0: And the email is 12hve... Oh, wait, 12h last name@gmail.com?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. So it looks like a statement of coverage was sent to you on the 7th.

Speaker speaker_1: Yes. But I don't know if that qualifies as a closure notice, because my girlfriend -

Speaker speaker_0: That's the only thing that we would be able to send to you, sir, is a, is a statement of coverage letter.

Speaker speaker_1: Okay.

Speaker speaker_0: That's the only thing that we'd be able to provide.

Speaker speaker_1: Okay. Um, all right.

Speaker speaker_0: You s- were you saying you need... What were you going to say? I didn't mean to cut you off.

Speaker speaker_1: No, you're fine. I'm... So, my girlfriend works for the state, and she says you... I'm supposed to get a closure notice 'cause when I change jobs, it's a life-changing event, and to get under a new health insurance program, I have to have that. So I'm just trying to figure out... 'cause she looked at the statement that I got sent, and she didn't know if that would work. So I'm trying to figure out if-

Speaker speaker_0: So possibly that could be something you get from the carrier. Um, I can give you the carrier's phone number. But from... As far as what we can send you, that would be the only thing that we could send you that will pretty much be what you're asking for.

Speaker speaker_1: Well, who's the carrier? 'Cause aren't you guys the one that provides the health insurance?

Speaker speaker_0: No, sir. We're just a plan administrator. All we do is get you enrolled or unenrolled from the coverage. Your actual c-... You have multiple actually for the plans that you had. So there's three different carriers. So American Public Life covered a majority of what you had, and then you have-

Speaker speaker_1: Okay.

Speaker speaker_0: ... MetLife, and then you have... What else? So you just have MetLife and American Public Life.

Speaker speaker_1: Okay. So they would probably be the ones that I would get a closure notice from?

Speaker speaker_0: Uh, I can't-

Speaker speaker_1: But-

Speaker speaker_0: ... tell yes or no to that. But I was saying maybe they'll be able to help you with that more than us. What we sent you, that statement of coverage, is the b- best thing that we have to offer in, as far as what you would need for that.

Speaker speaker_1: Um, yeah, if you could get me in touch with them, that would be awesome.

Speaker speaker_0: Yeah, whenever you're ready, I can give you their phone number.

Speaker speaker_1: Uh, yeah, give me one sec.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Uh, do, do, do. Okay, what's the phone number?

Speaker speaker_0: So it's American Public Life. Their phone number is 1-800-256-8606. You want to hit option four to speak to a representative.

Speaker speaker_1: What was that? Option four?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. So I got 1-800-256-8606 option four to get to where I need to go.

Speaker speaker_0: That's American Public Life. Yes, sir. And your vision is covered by... It was covered by MetLife. I can give you their phone number as well.

Speaker speaker_1: What'd you say MetLife covered?

Speaker speaker_0: Um, your vision.

Speaker speaker_1: Oh, okay. Uh, what was their phone number?

Speaker speaker_0: It's 1-800-615-

Speaker speaker_1: 615-

Speaker speaker_2: I mean, 1883.

Speaker speaker_1: 1883?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. All right.

Speaker speaker_2: It's 1-800-615-1883.

Speaker speaker_1: Yep, got that.

Speaker speaker_0: Now, what was the name of the document you wanted to request one more time?

Speaker speaker_1: Uh, closure notice.

Speaker speaker_0: Okay. I just had to make that... make sure I got that name for the note.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Anything else I can help you with today, Mr. Hunter?

Speaker speaker_1: Nope, that'll be it.

Speaker speaker_0: If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: No problem.

Speaker speaker_1: Bye.