

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi, this is Deb with Goodyear Fleet HQ. Oh, sorry, this is Deb. I, I'm calling about my insurance through WorkSource. How can I help you, ma'am? I'm trying to figure out if there's, um, if there's something I could add to assist with some of my husband's bills that ha- are starting to come along. All right, so you want to add your... So is he already on your coverage or are you trying to add him to your coverage? No, he's already on it, but if, I- I'm trying to see if there's more in-depth medical. Okay. What staffing company did you say you work for again? WorkSource. WorkSource. Okay, What's the last four of your Social? 3980. First name? Deborah. Last name? Jones. And for security purposes, can you verify your address and date of birth for me? Yeah. 7737 West Highway 412, Colcord, Oklahoma 74338, and I was born 5/13/71. Thank you. So we got your phone number, 479-599-9142? That is correct. And then your email is djonesy777@gmail.com? That is correct. Thank you. All right. So the plan that you... The medical plan that you have is the second out of four tiers. Um, unfortunately at this point, you have to wait until a company open enrollment period in order to upgrade your plans, because- Okay. ... it is like out of your open enrollment window, which is 30 days from the day you receive your first paycheck. So you have to have a company open enrollment period. You have to have a qualifying life event, such as marriage and divorce, having or adopting a child, or gaining or losing coverage from another carrier in order to upgrade your coverage. Okay, so I do- have to have the enrollment period and one of the other things, or just one of those things? Just one of the o- one or the other. Okay, cool. Okay, and it's three days after my first paycheck, which will be my next enrollment period? Basically, the same time? So no, ma'am, so, so when you get hired, you have 30 days to get enrolled into the plans that you want to get enrolled through. After those 30 days- Right. ... you have to wait until a company open enrollment period and you have to have a qualifying life event in order to add any coverage. You always - Oh, right, right. Sure. ... have coverage, but you ha- in order to add coverage, you have to be in an open enrollment or you have to have a QLE. And do they do that yearly or just randomly? Yes, ma'am, they do... do open, the company open enrollment, uh, yearly. Let me see. The WorkSource, let me see when theirs will be. So it looks like last year, their renewal was November 18th until January 10th of this year. So um, they haven't given us a new renewal date, so I w- I would assume it will be a N- November of this year again. Okay. All right, so I got a little while. Okay. Or you could have a QLE. A QLE open enrollment? No, qualifying life event. So when I was telling you- Oh. ... marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier. Oh, gotcha. Okay. Yeah, we haven't really had any of those. Okay. All right. Well, I appreciate your time. What was your name? Malcolm. Malcolm. Thank you for your time, Malcolm. You have a good day and be safe. You too, Ms. Jones. Thank you. Okay, thanks. Bye. Bye.

## Conversation Format

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

Speaker speaker\_1: Hi, this is Deb with Goodyear Fleet HQ. Oh, sorry, this is Deb. I, I'm calling about my insurance through WorkSource.

Speaker speaker\_0: How can I help you, ma'am?

Speaker speaker\_1: I'm trying to figure out if there's, um, if there's something I could add to assist with some of my husband's bills that ha- are starting to come along.

Speaker speaker\_0: All right, so you want to add your... So is he already on your coverage or are you trying to add him to your coverage?

Speaker speaker\_1: No, he's already on it, but if, I- I'm trying to see if there's more in-depth medical.

Speaker speaker\_0: Okay. What staffing company did you say you work for again?

Speaker speaker\_1: WorkSource.

Speaker speaker\_0: WorkSource. Okay,

Speaker speaker\_2: What's the last four of your Social?

Speaker speaker\_1: 3980.

Speaker speaker\_2: First name?

Speaker speaker\_1: Deborah.

Speaker speaker\_2: Last name?

Speaker speaker\_1: Jones.

Speaker speaker\_2: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Yeah. 7737 West Highway 412, Colcord, Oklahoma 74338, and I was born 5/13/71.

Speaker speaker\_2: Thank you. So we got your phone number, 479-599-9142?

Speaker speaker\_1: That is correct.

Speaker speaker\_2: And then your email is djonesy777@gmail.com?

Speaker speaker\_1: That is correct.

Speaker speaker\_2: Thank you. All right. So the plan that you... The medical plan that you have is the second out of four tiers. Um, unfortunately at this point, you have to wait until a company open enrollment period in order to upgrade your plans, because-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... it is like out of your open enrollment window, which is 30 days from the day you receive your first paycheck. So you have to have a company open enrollment period. You have to have a qualifying life event, such as marriage and divorce, having or adopting a child, or gaining or losing coverage from another carrier in order to upgrade your coverage.

Speaker speaker\_1: Okay, so I do- have to have the enrollment period and one of the other things, or just one of those things?

Speaker speaker\_2: Just one of the o- one or the other.

Speaker speaker\_1: Okay, cool. Okay, and it's three days after my first paycheck, which will be my next enrollment period? Basically, the same time?

Speaker speaker\_2: So no, ma'am, so, so when you get hired, you have 30 days to get enrolled into the plans that you want to get enrolled through. After those 30 days-

Speaker speaker\_1: Right.

Speaker speaker\_2: ... you have to wait until a company open enrollment period and you have to have a qualifying life event in order to add any coverage. You always -

Speaker speaker\_1: Oh, right, right. Sure.

Speaker speaker\_2: ... have coverage, but you ha- in order to add coverage, you have to be in an open enrollment or you have to have a QLE.

Speaker speaker\_1: And do they do that yearly or just randomly?

Speaker speaker\_2: Yes, ma'am, they do... do open, the company open enrollment, uh, yearly. Let me see. The WorkSource, let me see when theirs will be. So it looks like last year, their renewal was November 18th until January 10th of this year. So um, they haven't given us a new renewal date, so I w- I would assume it will be a N- November of this year again.

Speaker speaker\_1: Okay. All right, so I got a little while. Okay.

Speaker speaker\_2: Or you could have a QLE.

Speaker speaker\_1: A QLE open enrollment?

Speaker speaker\_2: No, qualifying life event. So when I was telling you-

Speaker speaker\_1: Oh.

Speaker speaker\_2: ... marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier.

Speaker speaker\_1: Oh, gotcha. Okay. Yeah, we haven't really had any of those. Okay. All right. Well, I appreciate your time. What was your name?

Speaker speaker\_2: Malcolm.

Speaker speaker\_1: Malcolm. Thank you for your time, Malcolm. You have a good day and be safe.

Speaker speaker\_2: You too, Ms. Jones. Thank you.

Speaker speaker\_1: Okay, thanks. Bye.

Speaker speaker\_2: Bye.