

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits for the Cause. This is Malcolm. How can I help you? Hi, how can I help you? Hi, Malcolm. I just had a question. I recently, um, got a job through Crown Services, which you guys are their, their insurance and all that. Um- Mm-hmm. I had a question about when, uh, how soon I'd be able to get insurance with you guys. Okay, so- Because I just started. Okay, so depending on when you get enrolled, it takes one to two weeks from that enrollment date. So once you see that first, once you see that first deduction from your paycheck and we see it in our system, that following Monday is when you're covered and active. Okay. I have, I need to go ahead and get enrolled is what I was asking. Is there any way I could go ahead and do that? Yes, ma'am. What's the last four of your Social? Last four of my Social is 9000. 9000. First name? Emily. Last name? Barber. Barber. Like the barber shop. All right, what's your date of birth? Can you verify your address and date of birth for me? It's... Oh, oh, no, excuse me a second. Um, my address through Crown right now should be 1605 Needmore Road, Clarksville, Tennessee. That's not the address that we have on file. The one on file, it is, that you guys have, is it 107 Miller Lane? No, ma'am. Oh, my goodness. Um. Could you verify what's your full Social? Uh, 44808-9000. Thank you. What address is it? Is it 1214 Cobblestone? Yes, ma'am. Okay, I'll, that's, that's old. That's old. I need to change that. I can get that updated for you. What's your new address? Uh, 1605 Needmore Road. Did you say Needmore Road? Needmore, yeah. N-E-E-D-M-O-R-E. One word. That's fine. Yeah, Needmore. And the city? Uh, Clarksville, Tennessee, 37040. Yeah. I'm sorry? 573727, so the, is it 573-727-4794? Yes. And the email is if\_emilyb97@yahoo.com? Yes. Thank you. All right, so before I can get you enrolled, we're going to have to do an eligibility review because there's multiple hire dates in the system. It'll take 24 to 48 hours for my review. Once we hear back, we'll be able to let you know if you're eligible to enroll or not. I'm sorry, it cut out. You said 24 to 48 hours for what? The eligibility review. What does, what's the eligibility re-, what is that for? Sorry. Because you, because you have MIPs in the system. They won't allow us to get you enrolled without doing an eligibility review. Oh, yeah, because I started working back in 2022 and then I moved and then I came back, so okay. All right. So once I get back from the review, uh, eligibility review, I'll give you a call back and let you know if you're eligible or not. And you said between 24 to 48 hours I should hear back? Yes, ma'am. Okay, thank you. No problem, Ms. Barber. Was there anything else I can help you with today? That's it as of right now. Okay, if there's nothing else, thanks for calling Benefits from the Cause. You have a great rest of your week. Thank you, you too. Thank you. Bye.

### Conversation Format

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

Speaker speaker\_1: Hi, how can I help you?

Speaker speaker\_2: Hi, Malcolm. I just had a question. I recently, um, got a job through Crown Services, which you guys are their, their insurance and all that. Um-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_2: I had a question about when, uh, how soon I'd be able to get insurance with you guys.

Speaker speaker\_0: Okay, so-

Speaker speaker\_2: Because I just started.

Speaker speaker\_0: Okay, so depending on when you get enrolled, it takes one to two weeks from that enrollment date. So once you see that first, once you see that first deduction from your paycheck and we see it in our system, that following Monday is when you're covered and active.

Speaker speaker\_2: Okay. I have, I need to go ahead and get enrolled is what I was asking. Is there any way I could go ahead and do that?

Speaker speaker\_0: Yes, ma'am. What's the last four of your Social?

Speaker speaker\_2: Last four of my Social is 9000.

Speaker speaker\_0: 9000. First name?

Speaker speaker\_2: Emily.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Barber.

Speaker speaker\_2: Barber. Like the barber shop.

Speaker speaker\_0: All right, what's your date of birth? Can you verify your address and date of birth for me?

Speaker speaker\_2: It's... Oh, oh, no, excuse me a second. Um, my address through Crown right now should be 1605 Needmore Road, Clarksville, Tennessee.

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

Speaker speaker\_2: The one on file, it is, that you guys have, is it 107 Miller Lane?

Speaker speaker\_0: No, ma'am.

Speaker speaker\_2: Oh, my goodness. Um.

Speaker speaker\_0: Could you verify what's your full Social?

Speaker speaker\_2: Uh, 44808-9000.

Speaker speaker\_0: Thank you.

Speaker speaker\_2: What address is it? Is it 1214 Cobblestone?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_2: Okay, I'll, that's, that's old. That's old. I need to change that.

Speaker speaker\_0: I can get that updated for you. What's your new address?

Speaker speaker\_2: Uh, 1605 Needmore Road.

Speaker speaker\_0: Did you say Needmore Road?

Speaker speaker\_2: Needmore, yeah. N-E-E-D-M-O-R-E. One word.

Speaker speaker\_0: That's fine.

Speaker speaker\_2: Yeah, Needmore.

Speaker speaker\_0: And the city?

Speaker speaker\_2: Uh, Clarksville, Tennessee, 37040.

Speaker speaker\_0: Yeah.

Speaker speaker\_2: I'm sorry?

Speaker speaker\_0: 573727, so the, is it 573-727-4794?

Speaker speaker\_2: Yes.

Speaker speaker\_0: And the email is if\_emilyb97@yahoo.com?

Speaker speaker\_2: Yes.

Speaker speaker\_0: Thank you. All right, so before I can get you enrolled, we're going to have to do an eligibility review because there's multiple hire dates in the system. It'll take 24 to 48 hours for my review. Once we hear back, we'll be able to let you know if you're eligible to enroll or not.

Speaker speaker\_2: I'm sorry, it cut out. You said 24 to 48 hours for what?

Speaker speaker\_0: The eligibility review.

Speaker speaker\_2: What does, what's the eligibility re-, what is that for? Sorry.

Speaker speaker\_0: Because you, because you have MIPs in the system. They won't allow us to get you enrolled without doing an eligibility review.

Speaker speaker\_2: Oh, yeah, because I started working back in 2022 and then I moved and then I came back, so okay.

Speaker speaker\_0: All right. So once I get back from the review, uh, eligibility review, I'll give you a call back and let you know if you're eligible or not.

Speaker speaker\_2: And you said between 24 to 48 hours I should hear back?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_0: No problem, Ms. Barber. Was there anything else I can help you with today?

Speaker speaker\_2: That's it as of right now.

Speaker speaker\_0: Okay, if there's nothing else, thanks for calling Benefits from the Cause. You have a great rest of your week.

Speaker speaker\_2: Thank you, you too.

Speaker speaker\_0: Thank you. Bye.