

## Transcript: Malcolm

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is not, I'm not going to help you. Yes. I would like to sign up for health insurance. What staffing company do you work for? What's that? What staffing company do you work for? Oxford. What's the last four of your social? 9907. First name? Doug. Last name? Splutterbeck. All right. For security purposes, can you verify your address and date of birth for me? My date of birth is 04/04/1954. My address is 2701 Idler Way, Walled Lake, Michigan 48390. May I see that address one more time for me? 2701 Idler, E-I-D-E-R- So that, that's not the address that we have on file. It's not? No, sir. I, I was at Capulet Stone but I moved up here and I changed everything. So could you verify that address? Oh. It was Capulet 2101 Capulet Stone in San Antonio, Texas. Yes, so that's the old address? What's that? So that's an old address? Oh, very old address. I updated everything. What's, let me see your new address? What's that? What's your new address? 2701 Idler, E-I-D-E-R Way, W-A-Y, and that's two separate words. Mm-hmm. In Lw- Walled Lake, Michigan- Thank you very much. 483... Walled Lake, W-A-L-L-E-D. Lake, L-A-K-E, Michigan 48390. Yeah. Excuse me, is that your phone number, 937-241-1737? Yes, sir. And your email is dougSplutterbeck@Yahoo.com? Yes, sir. Thank you. Yes, so unfortunately, Mr. Douglas, it doesn't look like you're in your personal Open Enrollment Window, which is 30 days from the date you receive your first paycheck. Mm-hmm. So at this point you have to wait until a company Open Enrollment Period, 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 in order to get enrolled into the coverage. Okay. So I, I can't enroll now? I gotta wait? Yes, sir. I started on 1/20. Are you saying you're a rehire? I started on 1/20. Yeah, I'm a rehire. Okay. So what I can do, I can see, I can put in a request to see if you're eligible to get, to enroll as a rehire. It'll take 24 to 48 hours for the review process but once I know, I'll give you a call back and let you know if you're eligible or not. Okay. Okay, well thank you very much. I also want dental and vision. Yeah. So whenever you, if you are eligible to get enrolled, we'll, we'll be able to get you enrolled in whenever that, whenever I call you back. Okay. Now, my rehire, I hadn't worked for them for over a year. And back then, I did not need insurance. So my wife and I had insurance and her and I have departed ways. So I now want insurance through Oxford. Okay. So I'll just, I'll just put in a request for an eligibility review. It takes 24 to 48 hours and once I hear back, I'll let you know if you're eligible or not. Okay, buddy. Thank you. No problem, Mr. Douglas. Was there anything else I can help you with today? Not, not now. All right. If there's nothing else- Waiting on the football game tonight, so. Oh, yeah. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a good rest of your day, Mr. Douglas. Thank you. Bye now. Bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefits in the Car. This is not, I'm not going to help you.

Speaker speaker\_2: Yes. I would like to sign up for health insurance.

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_2: What's that?

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_2: Oxford.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_2: 9907.

Speaker speaker\_1: First name?

Speaker speaker\_2: Doug.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Splutterbeck.

Speaker speaker\_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: My date of birth is 04/04/1954. My address is 2701 Idler Way, Walled Lake, Michigan 48390.

Speaker speaker\_1: May I see that address one more time for me?

Speaker speaker\_2: 2701 Idler, E-I-D-E-R-

Speaker speaker\_1: So that, that's not the address that we have on file.

Speaker speaker\_2: It's not?

Speaker speaker\_1: No, sir.

Speaker speaker\_2: I, I was at Capulet Stone but I moved up here and I changed everything.

Speaker speaker\_1: So could you verify that address?

Speaker speaker\_2: Oh. It was Capulet 2101 Capulet Stone in San Antonio, Texas.

Speaker speaker\_1: Yes, so that's the old address?

Speaker speaker\_2: What's that?

Speaker speaker\_1: So that's an old address?

Speaker speaker\_2: Oh, very old address. I updated everything.

Speaker speaker\_1: What's, let me see your new address?

Speaker speaker\_2: What's that?

Speaker speaker\_1: What's your new address?

Speaker speaker\_2: 2701 Idler, E-I-D-E-R Way, W-A-Y, and that's two separate words.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: In Lw- Walled Lake, Michigan-

Speaker speaker\_1: Thank you very much.

Speaker speaker\_2: 483... Walled Lake, W-A-L-L-E-D. Lake, L-A-K-E, Michigan 48390.

Speaker speaker\_1: Yeah. Excuse me, is that your phone number, 937-241-1737?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And your email is dougSplutterbeck@Yahoo.com?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Thank you. Yes, so unfortunately, Mr. Douglas, it doesn't look like you're in your personal Open Enrollment Window, which is 30 days from the date you receive your first paycheck. Mm-hmm.

Speaker speaker\_2: So at this point you have to wait until a company Open Enrollment Period, 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 in order to get enrolled into the coverage.

Speaker speaker\_1: Okay.

Speaker speaker\_2: So I, I can't enroll now? I gotta wait?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: I started on 1/20.

Speaker speaker\_1: Are you saying you're a rehire?

Speaker speaker\_2: I started on 1/20. Yeah, I'm a rehire.

Speaker speaker\_1: Okay. So what I can do, I can see, I can put in a request to see if you're eligible to get, to enroll as a rehire. It'll take 24 to 48 hours for the review process but once I know, I'll give you a call back and let you know if you're eligible or not.

Speaker speaker\_2: Okay. Okay, well thank you very much. I also want dental and vision.

Speaker speaker\_1: Yeah. So whenever you, if you are eligible to get enrolled, we'll, we'll be able to get you enrolled in whenever that, whenever I call you back.

Speaker speaker\_2: Okay. Now, my rehire, I hadn't worked for them for over a year. And back then, I did not need insurance. So my wife and I had insurance and her and I have departed ways. So I now want insurance through Oxford.

Speaker speaker\_1: Okay. So I'll just, I'll just put in a request for an eligibility review. It takes 24 to 48 hours and once I hear back, I'll let you know if you're eligible or not.

Speaker speaker\_2: Okay, buddy. Thank you.

Speaker speaker\_1: No problem, Mr. Douglas. Was there anything else I can help you with today?

Speaker speaker\_2: Not, not now.

Speaker speaker\_1: All right. If there's nothing else-

Speaker speaker\_2: Waiting on the football game tonight, so.

Speaker speaker\_1: Oh, yeah. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a good rest of your day, Mr. Douglas.

Speaker speaker\_2: Thank you. Bye now.

Speaker speaker\_1: Bye.