

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Car. This is Malcolm. How can I help you? Yes, sir. I need to get, uh, I need to get enrolled in insurance, uh... I don't remember what company- What staffing company do you work for? WorkSource. You're a brand new hire? Uh, well, I've been there a while, but, uh, I'm, I'm getting ready to drop my Medicare, uh, 'cause I think I might be going full, so I need to get my, uh, insurance now. Your la- What's the first name? Mitchell, sir. Your first name's Mitchell? Yes, sir. What's your last name? Cox. It's C-O-X, sir. Last four of your social? 2433. All right. For security purposes, can you verify your address and date of birth for me? Yes. It's 311 Sadie Lane, and my date of birth is 10/9/'83. And your city, state, zip code as well? Yeah, it's 72756. Or, or it could 72719, either one. And city and state? Centerton, Arkansas. Okay. So we got your phone number, 479-270-2617? Yep. And I think your email is coxmitchell34@gmail.com? Yes, sir. Nailed it. Yeah. Now, you're a rehired... So, you say you've been with the company. How long you been with the company? We have a date in our system from 2019. Oh, yeah. And I'm, I only... I didn't work for them very long back then. Um, I just started back, uh, like three months ago, two months ago. All right. So what I'm going to do, I'm gonna have to get an eligibility review, because the date in your system dates you out of the... being ineligible to get enrolled. Once I get the eligibility review back, I'll give you a call back to let you know if you're eligible to get on road. It does take 24 to 48 hours for the review process. That sounds great. I just really need it 'cause I'm really sick, you know? I understand. So, once I hear back from them, I'll let you know if you're eligible to get on road. So, I do want to go ahead and let you know the enrollment process does take one to two weeks. And once we see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active. Okay, so what do I need to do with Medicare meanwhile though? I just need to tell them that I'm actively seeking insurance? I wouldn't know anything about that, sir, 'cause we're not a carrier. We're just the plan administrator. We just get you enrolled or unenrolled from the coverage. Okay. Thank you, sir. No problem, Mr.- So, should I be looking for that- Yeah, great. ... in my email, or will you call me? I'm going to call you once I hear back from the back office. Thank you so much. Thank you. No problem, Mr.- This is gonna take a lot of stress off me. Yeah. This is gonna help out. Thank you. No problem. Once I hear back, I'll give you a call back. Was there anything else I could help you with today? That would be it, sir. You've been great. Thank you. No problem. Thanks for calling Benefits in a Car. I hope you have a great rest of your week. You too, sir. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Car. This is Malcolm. How can I help you?

Speaker speaker_1: Yes, sir. I need to get, uh, I need to get enrolled in insurance, uh... I don't remember what company-

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: WorkSource.

Speaker speaker_0: You're a brand new hire?

Speaker speaker_1: Uh, well, I've been there a while, but, uh, I'm, I'm getting ready to drop my Medicare, uh, 'cause I think I might be going full, so I need to get my, uh, insurance now.

Speaker speaker_0: Your la- What's the first name?

Speaker speaker_1: Mitchell, sir.

Speaker speaker_0: Your first name's Mitchell?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: What's your last name?

Speaker speaker_1: Cox. It's C-O-X, sir.

Speaker speaker_0: Last four of your social?

Speaker speaker_1: 2433.

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

Speaker speaker_1: Yes. It's 311 Sadie Lane, and my date of birth is 10/9/'83.

Speaker speaker_0: And your city, state, zip code as well?

Speaker speaker_1: Yeah, it's 72756. Or, or it could 72719, either one.

Speaker speaker_0: And city and state?

Speaker speaker_1: Centerton, Arkansas.

Speaker speaker_0: Okay. So we got your phone number, 479-270-2617?

Speaker speaker_1: Yep.

Speaker speaker_0: And I think your email is coxmitchell34@gmail.com?

Speaker speaker_1: Yes, sir. Nailed it.

Speaker speaker_0: Yeah. Now, you're a rehired... So, you say you've been with the company. How long you been with the company? We have a date in our system from 2019.

Speaker speaker_1: Oh, yeah. And I'm, I only... I didn't work for them very long back then. Um, I just started back, uh, like three months ago, two months ago.

Speaker speaker_0: All right. So what I'm going to do, I'm gonna have to get an eligibility review, because the date in your system dates you out of the... being ineligible to get enrolled. Once I get the eligibility review back, I'll give you a call back to let you know if you're eligible to get on road. It does take 24 to 48 hours for the review process.

Speaker speaker_1: That sounds great. I just really need it 'cause I'm really sick, you know?

Speaker speaker_0: I understand. So, once I hear back from them, I'll let you know if you're eligible to get on road. So, I do want to go ahead and let you know the enrollment process does take one to two weeks. And once we see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active.

Speaker speaker_1: Okay, so what do I need to do with Medicare meanwhile though? I just need to tell them that I'm actively seeking insurance?

Speaker speaker_0: I wouldn't know anything about that, sir, 'cause we're not a carrier. We're just the plan administrator. We just get you enrolled or unenrolled from the coverage.

Speaker speaker_1: Okay. Thank you, sir.

Speaker speaker_0: No problem, Mr.-

Speaker speaker_1: So, should I be looking for that-

Speaker speaker_0: Yeah, great.

Speaker speaker_1: ... in my email, or will you call me?

Speaker speaker_0: I'm going to call you once I hear back from the back office.

Speaker speaker_1: Thank you so much. Thank you.

Speaker speaker_0: No problem, Mr.-

Speaker speaker_1: This is gonna take a lot of stress off me.

Speaker speaker_0: Yeah.

Speaker speaker_1: This is gonna help out. Thank you.

Speaker speaker_0: No problem. Once I hear back, I'll give you a call back. Was there anything else I could help you with today?

Speaker speaker_1: That would be it, sir. You've been great. Thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits in a Car. I hope you have a great rest of your week.

Speaker speaker_1: You too, sir.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye-bye.

Speaker speaker_0: Bye.