

Transcript: Malcolm

Nash-5926753573322752-5816974980988928

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Yes. Uh, I'm currently working with, uh, MAU, uh, Employment Services and, uh, they said that I can enroll in, uh, open enrollment this month. And I wanted to- At MAU? Yeah. All right. What's, what's the last four of your social? 1288. First name? Mintha, M-I-N-T-H-A. Last name? Walker. For security purposes, can you verify your address and date of birth for me? 4908 Bravo Court, Augusta, Georgia 30909. Uh, 12/17/1978. Okay. Let's see, I got your phone number, 706-651-1019. Yes. And your email is minthamarcuswalker78@outlook.com? Yes. What type of coverage were you wanting to get enrolled into? Um, I want to get the medical and the dental for, uh, me and my, my child. And I also want to get the, um, the life insurance for myself. Say that one more time for me, sir? I want to get the medical and dental- You and the child. ... for me and my child, and I also want to get the, uh, the life insurance. For just you? Yes, sir. All right. So which medical plan is you want, the Insurance Plus or the Insurance Plus Enhanced? Um, I wanted to get the, uh, the Insurance, Insurance Plus Basic for me and my own, my child. Is there anything else that you're interested in? Uh, not at this moment, no. So those three plans selected, your total will be \$37.55. That'll be deducted weekly. Do you authorize your employer to make these deductions? Yes, I do. Thank you. All right. I do need your child's information. I will need first name, last name, Social Security, and date of birth. Okay. The Social Security, I'm not sure on. I'm gonna have to bring her up. But, uh, her, her name is, uh, Haley, H-A-Y-L-E-E Walker. H-A... Can you say that spell it one more time for me? H-A-Y. Mm-hmm. L-E-E. And last name's Walker? Yes. Date of birth? Uh, 06/01 or 01/2002. Okay. And Social Security? Yeah, hold on just a second. Let me call my aunt, man, 'cause she know it. Um, hold on just a moment. Honey! Honey! You know your Social Security number? You should. You don't know it? I have it somewhere. Let me see. Pull it up real quick. 660- Uh, say that? 668- 668. 1605- 0501. ... 41. You got that there? Yes, sir. 668-160541? Yeah. Yeah. Thank you. All right. We got that in the system. I do need a beneficiary for your life insurance policy as well. I just need the first name and last name. Sh- she would be the beneficiary, Haley Walker. All right. I got that in the system, Mr. Walker. Please be advised the enrollment process does take one to two weeks. Mm-hmm. Once you see that first deduction from your paycheck and we see it in our system, that following Monday's when your coverage will become active. And... You said my coverage will become active when? The following Monday after you see the first deduction. Okay. And your ID cards are sent one to two weeks from the activation date. Okay. Okay. All right. So I do want to let you know, it's your medical card, if you wanted a physical copy, then once your coverage becomes active, you will want to call and request it. Otherwise, it's going to be sent vi- uh, via email. Um, yes, I w- I, I want to request a, a physical card. Yes, of course. So you would have to wait until it actually becomes

active, once they have you in the system. I was just advising you- Oh, this is- ... once you see that deduction, to give us a call back and get that ordered if you wanted a physical one. Okay. I got you. I got you. Okay. Okay. All right. What else do you need from me? Uh, that'd be it, Mr. Walker. Was there anything else I could help you with today? Um, nah, that's all, that's all, I believe. Like I said, uh, if I have any more questions or concerns, I'm sorry to call back. So, um, me being enrolled, I want, I want to ask this. So me being enrolled, you know, as of today, if I want to make any changes, I can make any changes, you know what I'm saying, during the year, since I'm already enrolled, it wouldn't be like- You should have until... You have until February 1st to make any additional changes. After that, you'll have the enrollment period where 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 add anything else- O-good answer. ... or make changes. I mean, for us to say, I mean, the names isn't, the names and anything are, are not being changed. I'm just saying for if I want to change to, uh, upgrade my plan, I can u- uh, upgrade my plan throughout the year without having to go through the enrollment period? No, sir. You would have to have a QLE or you have to wait until another open enrollment period. Okay. Okay. All right. Thank you, sir. All right. Anything else I can help you with. What's your name again, Mr. Walker? That's all. All right. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week. All right. You too. Thank you. Mm-hmm.

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 Card. This is Malcolm. How can I help you?

Speaker speaker_2: Yes. Uh, I'm currently working with, uh, MAU, uh, Employment Services and, uh, they said that I can enroll in, uh, open enrollment this month. And I wanted to-

Speaker speaker_1: At MAU?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. What's, what's the last four of your social?

Speaker speaker_2: 1288.

Speaker speaker_1: First name?

Speaker speaker_2: Mintha, M-I-N-T-H-A.

Speaker speaker_1: Last name?

Speaker speaker_2: Walker.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 4908 Bravo Court, Augusta, Georgia 30909. Uh, 12/17/1978.

Speaker speaker_1: Okay. Let's see, I got your phone number, 706-651-1019.

Speaker speaker_2: Yes.

Speaker speaker_1: And your email is minthamarcuswalker78@outlook.com?

Speaker speaker_2: Yes.

Speaker speaker_1: What type of coverage were you wanting to get enrolled into?

Speaker speaker_2: Um, I want to get the medical and the dental for, uh, me and my, my child. And I also want to get the, um, the life insurance for myself.

Speaker speaker_1: Say that one more time for me, sir?

Speaker speaker_2: I want to get the medical and dental-

Speaker speaker_1: You and the child.

Speaker speaker_2: ... for me and my child, and I also want to get the, uh, the life insurance.

Speaker speaker_1: For just you?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. So which medical plan is you want, the Insurance Plus or the Insurance Plus Enhanced?

Speaker speaker_2: Um, I wanted to get the, uh, the Insurance, Insurance Plus Basic for me and my own, my child.

Speaker speaker_1: Is there anything else that you're interested in?

Speaker speaker_2: Uh, not at this moment, no.

Speaker speaker_1: So those three plans selected, your total will be \$37.55. That'll be deducted weekly. Do you authorize your employer to make these deductions?

Speaker speaker_2: Yes, I do.

Speaker speaker_1: Thank you. All right. I do need your child's information. I will need first name, last name, Social Security, and date of birth.

Speaker speaker_2: Okay. The Social Security, I'm not sure on. I'm gonna have to bring her up. But, uh, her, her name is, uh, Haley, H-A-Y-L-E-E Walker.

Speaker speaker_1: H-A... Can you say that spell it one more time for me?

Speaker speaker_2: H-A-Y.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: L-E-E.

Speaker speaker_1: And last name's Walker?

Speaker speaker_2: Yes.

Speaker speaker_1: Date of birth?

Speaker speaker_2: Uh, 06/01 or 01/2002.

Speaker speaker_1: Okay. And Social Security?

Speaker speaker_2: Yeah, hold on just a second. Let me call my aunt, man, 'cause she know it. Um, hold on just a moment. Honey! Honey! You know your Social Security number? You should. You don't know it?

Speaker speaker_3: I have it somewhere.

Speaker speaker_2: Let me see. Pull it up real quick.

Speaker speaker_3: 660-

Speaker speaker_2: Uh, say that?

Speaker speaker_3: 668-

Speaker speaker_2: 668.

Speaker speaker_3: 1605-

Speaker speaker_2: 0501.

Speaker speaker_3: ... 41.

Speaker speaker_2: You got that there?

Speaker speaker_1: Yes, sir. 668-160541?

Speaker speaker_3: Yeah.

Speaker speaker_2: Yeah.

Speaker speaker_1: Thank you. All right. We got that in the system. I do need a beneficiary for your life insurance policy as well. I just need the first name and last name.

Speaker speaker_2: Sh- she would be the beneficiary, Haley Walker.

Speaker speaker_1: All right. I got that in the system, Mr. Walker. Please be advised the enrollment process does take one to two weeks.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Once you see that first deduction from your paycheck and we see it in our system, that following Monday's when your coverage will become active. And...

Speaker speaker_2: You said my coverage will become active when?

Speaker speaker_1: The following Monday after you see the first deduction.

Speaker speaker_2: Okay.

Speaker speaker_1: And your ID cards are sent one to two weeks from the activation date.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: All right. So I do want to let you know, it's your medical card, if you wanted a physical copy, then once your coverage becomes active, you will want to call and request it. Otherwise, it's going to be sent vi- uh, via email.

Speaker speaker_2: Um, yes, I w- I, I want to request a, a physical card. Yes, of course.

Speaker speaker_1: So you would have to wait until it actually becomes active, once they have you in the system. I was just advising you-

Speaker speaker_2: Oh, this is-

Speaker speaker_1: ... once you see that deduction, to give us a call back and get that ordered if you wanted a physical one.

Speaker speaker_2: Okay. I got you. I got you. Okay. Okay. All right. What else do you need from me?

Speaker speaker_1: Uh, that'd be it, Mr. Walker. Was there anything else I could help you with today?

Speaker speaker_2: Um, nah, that's all, that's all, I believe. Like I said, uh, if I have any more questions or concerns, I'm sorry to call back. So, um, me being enrolled, I want, I want to ask this. So me being enrolled, you know, as of today, if I want to make any changes, I can make any changes, you know what I'm saying, during the year, since I'm already enrolled, it wouldn't be like-

Speaker speaker_1: You should have until... You have until February 1st to make any additional changes. After that, you'll have the enrollment period where 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 add anything else-

Speaker speaker_2: O- good answer.

Speaker speaker_1: ... or make changes.

Speaker speaker_2: I mean, for us to say, I mean, the names isn't, the names and anything are, are not being changed. I'm just saying for if I want to change to, uh, upgrade my plan, I can u- uh, upgrade my plan throughout the year without having to go through the enrollment period?

Speaker speaker_1: No, sir. You would have to have a QLE or you have to wait until another open enrollment period.

Speaker speaker_2: Okay. Okay. All right. Thank you, sir.

Speaker speaker_1: All right. Anything else I can help you with. What's your name again, Mr. Walker?

Speaker speaker_2: That's all.

Speaker speaker_1: All right. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_2: All right. You too.

Speaker speaker_1: Thank you.

Speaker speaker_2: Mm-hmm.