

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi, Malcolm. My name is Kimberly Noble. I got an email that my Benefits in the Card needs to be activated, but then when I went to the site it said to call this number because you need additional information. Great. What staffing company do you work for? Noor, N-O-O-R. Noor Staffing. Okay. For security purposes, can you verify your address and date of birth for me? Sure. Address is 2029 Mapmaker Drive, um, Dacula, Georgia 30019. Date of birth? December 22nd, 1984. Thank you. So we got your phone number down. 917-403-7703? Correct. And your email is Science Peach KN at gmail dot com? KN at gmail... Yup, that's me. Okay. So it's already showing that you're enrolled in coverage, ma'am. Oh, yeah. For some reason I'm trying to activate the card, though. I think I have to have my sister send me because I'm in New York where I work. So- Mm-hmm. ... I haven't gotten the official card from her as yet. So I just wanted to activate it and then I'm so disappointed because I was hoping to add the dental and vision and realize now it's too late today, right? Yes, ma'am. So you're outside of your personal open enrollment window, which is 30 days from the date you received your first paycheck. Oh, okay. So at this point you'll have to wait until company open enrollment period or 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. Or wait for the open window? When's another open window? The open... So Noor, we just recently partnered with them. I don't know when... I'm not sure if they have. Okay. Looks like- Yeah. Oh, no. So it doesn't look like they have an open enrollment date for us just yet. Mm-hmm. So I would not know. That was something... That would be... You would have to reach out to Noor and see when they will be doing that. Oh man, I'm kicking myself. I really wanted the dental and vision as well. All right. So I guess I'll just have to wait for it then. So the card was sent to that address, correct? So your med- your... One of your cards was sent. Um, your medical one, you have to request a physical one be sent, otherwise, it's only sent via email. I'm sorry. Say that again. Only one of your cards would have been sent because your medical card, you have to call in and request a physical one be sent. Otherwise, it's only sent via email. Okay. I don't think I received an email with the card. Right. If you need your ID cards, I can get them sent to you via email while you wait on the physical one to get there. Please, I would appreciate that. Okay. Do you mind if I put you in a brief hold while I get those for you? Thank you so much. No problem. Hm, are you there, Ms. Noble? Hello? Yes. All right. So I just sent those ID cards to your email. Okay. It'll take, it'll take one to two weeks to get your medical cards in the mail. Okay, I'll appreciate that. So is the 2029 M- Map Maker Drive, is that a home or an apartment? A house. Okay. So as it is right now, all I have is the medical coverage? You'd have the preventative care and the medical coverage. Okay. And that's it. Mm-hmm. Kicking myself, I missed it one day. Oh. Okay. I guess I'll find out when the other enrollments will happen, open

enrollment. Well, was there anything else I could help you with today, Ms. Noble? No, not at this time. All right. Then, if there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week. You, too. Thank you. Bye. Thank you. 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, Malcolm. My name is Kimberly Noble. I got an email that my Benefits in the Card needs to be activated, but then when I went to the site it said to call this number because you need additional information.

Speaker speaker_0: Great. What staffing company do you work for?

Speaker speaker_1: Noor, N-O-O-R. Noor Staffing.

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

Speaker speaker_1: Sure. Address is 2029 Mapmaker Drive, um, Dacula, Georgia 30019.

Speaker speaker_0: Date of birth?

Speaker speaker_1: December 22nd, 1984.

Speaker speaker_0: Thank you. So we got your phone number down. 917-403-7703?

Speaker speaker_1: Correct.

Speaker speaker_0: And your email is Science Peach KN at gmail dot com?

Speaker speaker_1: KN at gmail... Yup, that's me.

Speaker speaker_0: Okay. So it's already showing that you're enrolled in coverage, ma'am.

Speaker speaker_1: Oh, yeah. For some reason I'm trying to activate the card, though. I think I have to have my sister send me because I'm in New York where I work. So-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... I haven't gotten the official card from her as yet. So I just wanted to activate it and then I'm so disappointed because I was hoping to add the dental and vision and realize now it's too late today, right?

Speaker speaker_0: Yes, ma'am. So you're outside of your personal open enrollment window, which is 30 days from the date you received your first paycheck.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: So at this point you'll have to wait until company open enrollment period or 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.

Speaker speaker_1: Or wait for the open window? When's another open window?

Speaker speaker_0: The open... So Noor, we just recently partnered with them. I don't know when... I'm not sure if they have. Okay. Looks like-

Speaker speaker_1: Yeah. Oh, no.

Speaker speaker_0: So it doesn't look like they have an open enrollment date for us just yet.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So I would not know. That was something... That would be... You would have to reach out to Noor and see when they will be doing that.

Speaker speaker_1: Oh man, I'm kicking myself. I really wanted the dental and vision as well. All right. So I guess I'll just have to wait for it then. So the card was sent to that address, correct?

Speaker speaker_0: So your med- your... One of your cards was sent. Um, your medical one, you have to request a physical one be sent, otherwise, it's only sent via email.

Speaker speaker_1: I'm sorry. Say that again.

Speaker speaker_0: Only one of your cards would have been sent because your medical card, you have to call in and request a physical one be sent. Otherwise, it's only sent via email.

Speaker speaker_1: Okay. I don't think I received an email with the card.

Speaker speaker_0: Right. If you need your ID cards, I can get them sent to you via email while you wait on the physical one to get there.

Speaker speaker_1: Please, I would appreciate that.

Speaker speaker_0: Okay. Do you mind if I put you in a brief hold while I get those for you?

Speaker speaker_1: Thank you so much.

Speaker speaker_0: No problem. Hm, are you there, Ms. Noble?

Speaker speaker_2: Hello? Yes.

Speaker speaker_0: All right. So I just sent those ID cards to your email.

Speaker speaker_2: Okay.

Speaker speaker_0: It'll take, it'll take one to two weeks to get your medical cards in the mail.

Speaker speaker_2: Okay, I'll appreciate that.

Speaker speaker_0: So is the 2029 M- Map Maker Drive, is that a home or an apartment?

Speaker speaker_2: A house.

Speaker speaker_0: Okay.

Speaker speaker_2: So as it is right now, all I have is the medical coverage?

Speaker speaker_0: You'd have the preventative care and the medical coverage.

Speaker speaker_2: Okay.

Speaker speaker_0: And that's it.

Speaker speaker_2: Mm-hmm. Kicking myself, I missed it one day. Oh. Okay. I guess I'll find out when the other enrollments will happen, open enrollment.

Speaker speaker_0: Well, was there anything else I could help you with today, Ms. Noble?

Speaker speaker_2: No, not at this time.

Speaker speaker_0: All right. Then, if there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_2: You, too. Thank you. Bye.

Speaker speaker_0: Thank you. Bye.