

Transcript: Malcolm

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Full Transcript

Thanks for calling Medical Business. This is Matt, how may I help? Yes, I mean, how you doing? That's all. I was calling, um, because I had, uh, enrolled into the benefits and I wanted to see, um, have they already... Have they approved it yet or, or is that coming up on my door? What's the last company you worked for? Oxford. What's the last four of your social? Um, 9801. First name? Nathan. Last name? Singleton. Okay. For security purposes can you verify your address and date of birth for me? Yes. 14700, uh, Vintage Preserve Parkway, Apartment 11101. And that's Houston, Texas 77070. And date of birth? Uh, May 19th, 1990. Thank you. All right. So it looks like you're still waiting for that first deduction to happen. Sa- can you say that again? Looks like you're still waiting for that first deduction to happen. Oh, I- I'm assuming that's... May- maybe that's why, I don't know if that's probably why it's still pending? Yes, sir. It's still, it's still pending so you're still waiting for that first deduction. Oh, so after the first deduction, that's when it actually kicks in? So you... For Winnie that works, the enrollment process takes one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active. And your ID card gets sent one to two weeks from the activation date. Okay. But, but if the, but if possibly if it activates, let's say, on Monday, I can just get it online, right? I don't have to wait until, um... So if your coverage became active from Monday, you have to take 24 to 48 hours for your ID card to be generated. Oh, okay, okay. All right. So typically you- Okay. ... around Thursday or Friday you can get your cards digitally once you see that first deduction and your coverage is active. Okay, gotcha. All right, makes sense. Was there anything else I can help you with today, Mr. Nathan? Um, no, that's all. All right. Thanks for calling Benefits in the Car. Hope you have a great rest of your week, man. Uh, you too. Thanks.

Conversation Format

Speaker speaker_0: Thanks for calling Medical Business. This is Matt, how may I help?

Speaker speaker_1: Yes, I mean, how you doing? That's all. I was calling, um, because I had, uh, enrolled into the benefits and I wanted to see, um, have they already... Have they approved it yet or, or is that coming up on my door?

Speaker speaker_0: What's the last company you worked for?

Speaker speaker_1: Oxford.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: Um, 9801.

Speaker speaker_0: First name?

Speaker speaker_1: Nathan.

Speaker speaker_0: Last name?

Speaker speaker_1: Singleton.

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

Speaker speaker_1: Yes. 14700, uh, Vintage Preserve Parkway, Apartment 11101. And that's Houston, Texas 77070.

Speaker speaker_0: And date of birth?

Speaker speaker_1: Uh, May 19th, 1990.

Speaker speaker_0: Thank you. All right. So it looks like you're still waiting for that first deduction to happen.

Speaker speaker_1: Sa- can you say that again?

Speaker speaker_0: Looks like you're still waiting for that first deduction to happen.

Speaker speaker_1: Oh, I- I'm assuming that's... May- maybe that's why, I don't know if that's probably why it's still pending?

Speaker speaker_0: Yes, sir. It's still, it's still pending so you're still waiting for that first deduction.

Speaker speaker_1: Oh, so after the first deduction, that's when it actually kicks in?

Speaker speaker_0: So you... For Winnie that works, the enrollment process takes one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active. And your ID card gets sent one to two weeks from the activation date.

Speaker speaker_1: Okay. But, but if the, but if possibly if it activates, let's say, on Monday, I can just get it online, right? I don't have to wait until, um...

Speaker speaker_0: So if your coverage became active from Monday, you have to take 24 to 48 hours for your ID card to be generated.

Speaker speaker_1: Oh, okay, okay.

Speaker speaker_0: All right. So typically you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... around Thursday or Friday you can get your cards digitally once you see that first deduction and your coverage is active.

Speaker speaker_1: Okay, gotcha. All right, makes sense.

Speaker speaker_0: Was there anything else I can help you with today, Mr. Nathan?

Speaker speaker_1: Um, no, that's all.

Speaker speaker_0: All right. Thanks for calling Benefits in the Car. Hope you have a great rest of your week, man.

Speaker speaker_1: Uh, you too. Thanks.