

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm, how can I help you? Hi, Malcolm. This is Jake speaking. I got a job placement through Surge Staffing and, um, I've been with a company for 30 days now which means I'm going onto the company's books, uh, but their health insurance doesn't kick in until 60 days and I just want to make sure that I can stay on the card, uh, health insurance. So you want to make sure you still have health insurance? I'm not, I don't- Yeah. ... I couldn't tell you how long it'll last if you're... 'cause that's totally up to Surge. What's the last four of your social? Um, okay. All I will be able to do is verify if you still have that coverage and- Yeah. Okay, that's eight, uh, you said the last four, right? Yes, sir. Okay. 8290. First name? Jake or Jacobus. It's probably- You said Jake? ... probably last name. Yeah. J-A-K-E? Yeah. Although, I mean it's, you'll need my, the, the way it's on my birth certificate, it's Jacobus which is J-A-C-O-B-U-S. You said J-A- C-O-B-U-S. And then last name? Blankenburg. B-L- For security purposes, can you verify your address and date of birth for me? Okay. Address is 5544 Steuber Drive, Ohio 44718. You're, you're- And- ... sorry, you were breaking up when you said it. Okay. Um, it's 5544 Steuber Drive, Northwest Canton- Oh, damn. ... Ohio. Yeah. Can you repeat that again, man? Yes, sir. And your date of birth? Okay. Uh, May 10th, 1985. Thank you. So we got your phone number, 330-324-9416. That's correct. And your email is spyd235@hotmail.com? Yep. Thank you. So it looks like you're still waiting for that first deduction to happen. It doesn't look like your coverage is active yet. Well, what? They've been taking deductions like every week. Are you sure it's not the state deductions and the Medicaid de- deductions? 'Cause on our side it's not showing your coverage as being started yet. Um, well, uh, I guess it must have only been taxes and stuff that they took out. I just figured they took those out already. No, sir. It doesn't look- So I haven't got coverage. You don't have coverage right now. No, sir. Um, okay. So what do I have to do to activate it? You have to wait for the deduction to happen. Looks like it's still, doesn't look like any deductions have been taken yet. It doesn't look like it's been sent in to be processed yet either. Okay, 'cause they told me a month ago that, you know, I asked them and they were like, "Nope, you've got coverage. All's good." Um. Yeah. Now- So this is from Surge Staffing, do you have any idea what I need to do? So I would contact them and see what's going on on their end. On our end all, we do is get you enrolled or unenrolled from the coverage. So they're, they're- Yeah. ... the ones responsible for making those deductions happen, and we don't do any of that stuff. So am I enrolled but just not deducted yet? Yes, sir. Oh, that's what I didn't get. They auto-enrolled you into the preventative care plan. Okay. Do you have any idea what the deductions would be or are supposed to be? \$15.16. Per week? Yes, sir. Okay. Now can you tell me if I can get my wife on this as well? So it looks like you're outside of your personal open enrollment window. Well, actually, you, you still have a few days. You want to get your wife enrolled in the plan as well? Yeah. Um, so yeah. So you have a few more options or do you

want them to auto-enroll you into the plan that they have? Um, I don't know. I mean, can I, is there a website I can go to to see options or something? Yes, sir. I can send you a benefits guide through your email if you want to look it over real quick. Oh, yeah. Because you do only have a few more days to get enrolled, because you get 30 days- Okay. ... from the date you receive your first payment. What I can do, I can send you the benefits guide to your email and then whenever you're done looking over, you can give us a call back and get enrolled. Okay. I appreciate that. That would be wonderful. No problem. Give me one moment, I'll get that sent to your email. Okay. Yeah, I wish they told me this a month ago so I could've, you know, had the phone call. All right. All right. I just sent it to the spyd235@hotmail.com. Okay. Yeah, that, that's perfect. Let's see. You should be able to... Would you be able to confirm that you received it? Okay. Well, yeah, I'm just looking for it. Um, let me... Uh, oh, is that it? Application submitted, health insurance... No, this is something else I think. Yeah, no, that's not it. It should be from the info@benefitsandthecar.com. Sometimes it does go to your spam email as well, you know, your spam folder. Yeah. Oh, there we go I see it now. It, it is in the spam folder, uh, benefits guide. Yeah. So... Although, is there suppo... Oh, there's an attachment. Okay, I see it. I see it. Okay. Thank you very much. Well, is there anything else I can help you with today, Mr. Jacobus? No, there's nothing else. Thank you very much. Just so you know, we are open until 8:00 PM Eastern Time. Oh, good. Thank you. No problem. If there's nothing else, thanks for calling Benefits in the Car. Have a good day. Rest of your day. Thank you very much. Goodbye. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm, how can I help you?

Speaker speaker_1: Hi, Malcolm. This is Jake speaking. I got a job placement through Surge Staffing and, um, I've been with a company for 30 days now which means I'm going onto the company's books, uh, but their health insurance doesn't kick in until 60 days and I just want to make sure that I can stay on the card, uh, health insurance.

Speaker speaker_0: So you want to make sure you still have health insurance? I'm not, I don't-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... I couldn't tell you how long it'll last if you're... 'cause that's totally up to Surge. What's the last four of your social?

Speaker speaker_1: Um, okay.

Speaker speaker_0: All I will be able to do is verify if you still have that coverage and-

Speaker speaker_1: Yeah. Okay, that's eight, uh, you said the last four, right?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. 8290.

Speaker speaker_0: First name?

Speaker speaker_1: Jake or Jacobus. It's probably-

Speaker speaker_0: You said Jake?

Speaker speaker_1: ... probably last name. Yeah.

Speaker speaker_0: J-A-K-E?

Speaker speaker_1: Yeah. Although, I mean it's, you'll need my, the, the way it's on my birth certificate, it's Jacobus which is J-A-C-O-B-U-S.

Speaker speaker_0: You said J-A-

Speaker speaker_1: C-O-B-U-S.

Speaker speaker_0: And then last name?

Speaker speaker_1: Blankenburg. B-L-

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

Speaker speaker_1: Okay. Address is 5544 Steuber Drive, Ohio 44718.

Speaker speaker_0: You're, you're-

Speaker speaker_1: And-

Speaker speaker_0: ... sorry, you were breaking up when you said it.

Speaker speaker_1: Okay. Um, it's 5544 Steuber Drive, Northwest Canton-

Speaker speaker_0: Oh, damn.

Speaker speaker_1: ... Ohio. Yeah.

Speaker speaker_2: Can you repeat that again, man?

Speaker speaker_0: Yes, sir. And your date of birth?

Speaker speaker_1: Okay. Uh, May 10th, 1985.

Speaker speaker_0: Thank you. So we got your phone number, 330-324-9416.

Speaker speaker_1: That's correct.

Speaker speaker_0: And your email is spyd235@hotmail.com?

Speaker speaker_1: Yep.

Speaker speaker_0: Thank you. So it looks like you're still waiting for that first deduction to happen. It doesn't look like your coverage is active yet.

Speaker speaker_1: Well, what? They've been taking deductions like every week.

Speaker speaker_0: Are you sure it's not the state deductions and the Medicaid deductions? 'Cause on our side it's not showing your coverage as being started yet.

Speaker speaker_1: Um, well, uh, I guess it must have only been taxes and stuff that they took out. I just figured they took those out already.

Speaker speaker_0: No, sir. It doesn't look-

Speaker speaker_1: So I haven't got coverage.

Speaker speaker_0: You don't have coverage right now. No, sir.

Speaker speaker_1: Um, okay. So what do I have to do to activate it?

Speaker speaker_0: You have to wait for the deduction to happen. Looks like it's still, doesn't look like any deductions have been taken yet. It doesn't look like it's been sent in to be processed yet either.

Speaker speaker_1: Okay, 'cause they told me a month ago that, you know, I asked them and they were like, "Nope, you've got coverage. All's good." Um.

Speaker speaker_0: Yeah. Now-

Speaker speaker_1: So this is from Surge Staffing, do you have any idea what I need to do?

Speaker speaker_0: So I would contact them and see what's going on on their end. On our end all, we do is get you enrolled or unenrolled from the coverage. So they're, they're-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... the ones responsible for making those deductions happen, and we don't do any of that stuff.

Speaker speaker_1: So am I enrolled but just not deducted yet?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Oh, that's what I didn't get.

Speaker speaker_0: They auto-enrolled you into the preventative care plan.

Speaker speaker_1: Okay. Do you have any idea what the deductions would be or are supposed to be?

Speaker speaker_0: \$15.16.

Speaker speaker_1: Per week?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Now can you tell me if I can get my wife on this as well?

Speaker speaker_0: So it looks like you're outside of your personal open enrollment window. Well, actually, you, you still have a few days. You want to get your wife enrolled in the plan as

well?

Speaker speaker_1: Yeah. Um, so yeah.

Speaker speaker_0: So you have a few more options or do you want them to auto-enroll you into the plan that they have?

Speaker speaker_1: Um, I don't know. I mean, can I, is there a website I can go to to see options or something?

Speaker speaker_0: Yes, sir. I can send you a benefits guide through your email if you want to look it over real quick.

Speaker speaker_1: Oh, yeah.

Speaker speaker_0: Because you do only have a few more days to get enrolled, because you get 30 days-

Speaker speaker_1: Okay.

Speaker speaker_0: ... from the date you receive your first payment. What I can do, I can send you the benefits guide to your email and then whenever you're done looking over, you can give us a call back and get enrolled.

Speaker speaker_1: Okay. I appreciate that. That would be wonderful.

Speaker speaker_0: No problem. Give me one moment, I'll get that sent to your email.

Speaker speaker_1: Okay. Yeah, I wish they told me this a month ago so I could've, you know, had the phone call.

Speaker speaker_0: All right. All right. I just sent it to the spyd235@hotmail.com.

Speaker speaker_1: Okay. Yeah, that, that's perfect. Let's see.

Speaker speaker_0: You should be able to... Would you be able to confirm that you received it?

Speaker speaker_1: Okay. Well, yeah, I'm just looking for it. Um, let me... Uh, oh, is that it? Application submitted, health insurance... No, this is something else I think. Yeah, no, that's not it.

Speaker speaker_0: It should be from the info@benefitsandthecar.com. Sometimes it does go to your spam email as well, you know, your spam folder.

Speaker speaker_1: Yeah. Oh, there we go I see it now. It, it is in the spam folder, uh, benefits guide. Yeah. So... Although, is there suppo... Oh, there's an attachment. Okay, I see it. I see it. Okay. Thank you very much.

Speaker speaker_0: Well, is there anything else I can help you with today, Mr. Jacobus?

Speaker speaker_1: No, there's nothing else. Thank you very much.

Speaker speaker_0: Just so you know, we are open until 8:00 PM Eastern Time.

Speaker speaker_1: Oh, good. Thank you.

Speaker speaker_0: No problem. If there's nothing else, thanks for calling Benefits in the Car. Have a good day. Rest of your day.

Speaker speaker_1: Thank you very much. Goodbye.

Speaker speaker_0: Bye.