

Transcript: Malcolm

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Full Transcript

Thanks for calling Medical Benefits in the Card. This is Malcolm. How can I help you? Hey, good morning, Malcolm. Um, my name is Gerald Ames. Gerald. I'm calling, I'm a employee of BG Staffing. Yes, sir. How can I help you today? Uh, I was given your number because I was seeing how I could sign up for dental benefits. Okay. What's the last four of your social? 3610. First name? Gerald. G-E-R-A-L-D. Last name? Ames. A-M-E-S. All right. For security purposes, can you verify your address and date of birth for me? Uh, 1000, um, 1000 Perone Avenue, Brookhaven, Georgia, 30329. That's probably why they got... I don't know if they got this one on here because I moved when I last saw it. That's the... That's the right address. Oh, it is? Mm-hmm. Date of birth? Oh, 4-3-1978. You used to be at your phone number 470-997-5152. Yes. And then your email is geraldlastname7@gmail.com? Yeah. Did I sign up for it? Yes, sir. I have to verify that information before I can see if you're eligible. Oh. So you're rehired by any chance? Huh? Are you rehired by any chance? Nah. Okay. I've been working with them since July last year. Okay. So and I do see you have a court order insurance on file. And so at this point it looks like you're outside of your personal open enrollment window, which is 30 days from the date you receive your first paycheck. So at this point you'll have to wait until a company open enrollment period. 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 any coverage. Oh, 'cause he told me I, I, I should be, I should be good to get it. But I don't know. I don't know if you know Trey at BG. No, I don't... I wouldn't know anybody who works at the, at BG directly. So I can't get it until when? You have to wait until a company open enrollment period. 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. Okay. Well, when is that? So BG's last open enrollment was on August 19th until September 27th last year. They haven't given us a new date. So until they do, that will be the date that it'll be available. It's September? It'd be- Oh, August. It will be August eight. Uh, August 19th until September 27th. Oh, man. Do you have any suggestions where I can get some like some, um, dental benefits? So unfortunately I wouldn't be able to make any recommendations. The only thing that I know is you'll have to wait until company open enrollment period. You have to have a qualifying life event. All right. All right. Thank you. No problem, Mr. Gerald. You have a great rest of your week. You as well. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Medical Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hey, good morning, Malcolm. Um, my name is Gerald Ames.

Speaker speaker_0: Gerald.

Speaker speaker_1: I'm calling, I'm a employee of BG Staffing.

Speaker speaker_0: Yes, sir. How can I help you today?

Speaker speaker_1: Uh, I was given your number because I was seeing how I could sign up for dental benefits.

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

Speaker speaker_1: 3610.

Speaker speaker_0: First name?

Speaker speaker_1: Gerald. G-E-R-A-L-D.

Speaker speaker_0: Last name?

Speaker speaker_1: Ames. A-M-E-S.

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

Speaker speaker_1: Uh, 1000, um, 1000 Perone Avenue, Brookhaven, Georgia, 30329. That's probably why they got... I don't know if they got this one on here because I moved when I last saw it.

Speaker speaker_0: That's the... That's the right address.

Speaker speaker_1: Oh, it is?

Speaker speaker_0: Mm-hmm. Date of birth?

Speaker speaker_1: Oh, 4-3-1978.

Speaker speaker_0: You used to be at your phone number 470-997-5152.

Speaker speaker_1: Yes.

Speaker speaker_0: And then your email is geraldlastname7@gmail.com?

Speaker speaker_1: Yeah. Did I sign up for it?

Speaker speaker_0: Yes, sir. I have to verify that information before I can see if you're eligible.

Speaker speaker_1: Oh.

Speaker speaker_0: So you're rehired by any chance?

Speaker speaker_1: Huh?

Speaker speaker_0: Are you rehired by any chance?

Speaker speaker_1: Nah.

Speaker speaker_0: Okay.

Speaker speaker_1: I've been working with them since July last year.

Speaker speaker_0: Okay. So and I do see you have a court order insurance on file. And so at this point it looks like you're outside of your personal open enrollment window, which is 30 days from the date you receive your first paycheck. So at this point you'll have to wait until a company open enrollment period. 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 any coverage.

Speaker speaker_1: Oh, 'cause he told me I, I, I should be, I should be good to get it. But I don't know. I don't know if you know Trey at BG.

Speaker speaker_0: No, I don't... I wouldn't know anybody who works at the, at BG directly.

Speaker speaker_1: So I can't get it until when?

Speaker speaker_0: You have to wait until a company open enrollment period. 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: Okay. Well, when is that?

Speaker speaker_0: So BG's last open enrollment was on August 19th until September 27th last year. They haven't given us a new date. So until they do, that will be the date that it'll be available.

Speaker speaker_1: It's September?

Speaker speaker_0: It'd be-

Speaker speaker_1: Oh, August.

Speaker speaker_0: It will be August eight. Uh, August 19th until September 27th.

Speaker speaker_1: Oh, man. Do you have any suggestions where I can get some like some, um, dental benefits?

Speaker speaker_0: So unfortunately I wouldn't be able to make any recommendations. The only thing that I know is you'll have to wait until company open enrollment period. You have to have a qualifying life event.

Speaker speaker_1: All right. All right. Thank you.

Speaker speaker_0: No problem, Mr. Gerald. You have a great rest of your week.

Speaker speaker_1: You as well.

Speaker speaker_0: Thank you.