

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Um, yes, I have a question. I was talking, my son started a job with MAU- Mm-hmm. ... um, the company had a plant and I was asking them 'cause he just, he will turn 19 the 29th and so his Medicaid is going to be non-vault when he turns 19. So he's gonna need insurance. So I was trying to find out if he can get insurance through his job and MAU gave me this number to call. So what, what will happen, you have to send the QLE submission email and see if he qualifies 'cause he's losing coverage for Medicaid. Um- But he would- Okay. ... he would have to, he'll have, we have to have lost that coverage. We would, they actually need documentation saying his coverage is no longer active on this date in order for the QLE to be processed. Okay, okay, I have that. So who do I send it to? So it would it... So I would need... So will we send it to his email or send it to you? Probably send it to me. 'Cause he don't know how to do any of that stuff. Okay. Give me one moment. I can get that sent to you. Okay. And he would have to be, you would have to be the one to fill it out with his information. Yeah, that's fine. Yes. Hey, what's a good email for you? And what's your son's name? What's his name is? His name is Jaylan, J-A-Y-L-A-N, last name Woody. I just need first name. What's a good email? Oh, okay. Um, it's going to be Tanya, T-A-N-Y-A. T-A-N-Y-A? N-Y-A, mm-hmm, 31218- Mm-hmm. @gmail.com. Just to confirm, you said T-A-N-Y-A 31218- Mm-hmm. @gmail.com? Yeah. Like he just started on Monday this job. He just started i- Okay. If he's just started- Yeah. ... then he, he may be able to just get enrolled through that process. Um, I believe- Yeah, I just didn't know like how we, how we did it. I guess that's why they gave me this number. I didn't know if it's an app or a website we go to or... If he just got hired on and he's never worked with MAU, then he has 30 days from the date where he receives his first paycheck to get enrolled into coverage. Okay, so we will need to go to MAU and do that, do that there? Yeah, so you can get- Is that something that we do there? You can do it in person, you can do it online or you can get him to call in and do it over the phone. Okay. And then you can be there with him. What's, what's the online? So you would go to... It would W- It'd be www.m as in Mike, Y as in Yankee, B as in Bravo, A, wait, I as in igloo, A as in Apple, C as in Charlie.com/mau. Hold on one second. Wwwmy, you said B? B as in boy, I as in igloo- Uh-huh. A as in apple- Uh-huh. ... B as in Charlie- Uh-huh.com/mau. M-A... Okay, wwwmybiac.com/mau. Yep. And then you would go to enroll/decline coverage and then you should, he should register here and you put in your information. Okay. And whatnot. Okay. Or you can give us a call and we can do it over the phone and we'll do that for you too. Okay, I just wanted to m- 'Cause that's what I... I was making sure to see i- if he was offered insurance or not. That's what I wanted to make sure. Okay. Yes. So great. We will get that taken care of. Thank you. No problem. Is there anything else I can help you with today, ma'am? Uh, that'll be all. I appreciate it. No problem. Thanks

for calling Benefits in the Car. I hope you have a great rest of your weekend. You too. Thank you. Uh-huh. Bye.

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

Speaker speaker_2: Um, yes, I have a question. I was talking, my son started a job with MAU-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... um, the company had a plant and I was asking them 'cause he just, he will turn 19 the 29th and so his Medicaid is going to be non-vault when he turns 19. So he's gonna need insurance. So I was trying to find out if he can get insurance through his job and MAU gave me this number to call.

Speaker speaker_1: So what, what will happen, you have to send the QLE submission email and see if he qualifies 'cause he's losing coverage for Medicaid.

Speaker speaker_2: Um-

Speaker speaker_1: But he would-

Speaker speaker_2: Okay.

Speaker speaker_1: ... he would have to, he'll have, we have to have lost that coverage. We would, they actually need documentation saying his coverage is no longer active on this date in order for the QLE to be processed.

Speaker speaker_2: Okay, okay, I have that. So who do I send it to?

Speaker speaker_1: So it would it... So I would need... So will we send it to his email or send it to you?

Speaker speaker_2: Probably send it to me. 'Cause he don't know how to do any of that stuff.

Speaker speaker_1: Okay. Give me one moment. I can get that sent to you.

Speaker speaker_2: Okay.

Speaker speaker_1: And he would have to be, you would have to be the one to fill it out with his information.

Speaker speaker_2: Yeah, that's fine.

Speaker speaker_1: Yes. Hey, what's a good email for you? And what's your son's name?

Speaker speaker_2: What's his name is? His name is Jaylan, J-A-Y-L-A-N, last name Woody.

Speaker speaker_1: I just need first name. What's a good email?

Speaker speaker_2: Oh, okay. Um, it's going to be Tanya, T-A-N-Y-A.

Speaker speaker_1: T-A-N-Y-A?

Speaker speaker_2: N-Y-A, mm-hmm, 31218-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: @gmail.com.

Speaker speaker_1: Just to confirm, you said T-A-N-Y-A 31218-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: @gmail.com?

Speaker speaker_2: Yeah. Like he just started on Monday this job.

Speaker speaker_1: He just started i- Okay. If he's just started-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... then he, he may be able to just get enrolled through that process. Um, I believe-

Speaker speaker_2: Yeah, I just didn't know like how we, how we did it. I guess that's why they gave me this number. I didn't know if it's an app or a website we go to or...

Speaker speaker_1: If he just got hired on and he's never worked with MAU, then he has 30 days from the date where he receives his first paycheck to get enrolled into coverage.

Speaker speaker_2: Okay, so we will need to go to MAU and do that, do that there?

Speaker speaker_1: Yeah, so you can get-

Speaker speaker_2: Is that something that we do there?

Speaker speaker_1: You can do it in person, you can do it online or you can get him to call in and do it over the phone.

Speaker speaker_2: Okay.

Speaker speaker_1: And then you can be there with him.

Speaker speaker_2: What's, what's the online?

Speaker speaker_1: So you would go to... It would W- It'd be www.m as in Mike, Y as in Yankee, B as in Bravo, A, wait, I as in igloo, A as in Apple, C as in Charlie.com/mau.

Speaker speaker_2: Hold on one second. Wwwmy, you said B?

Speaker speaker_1: B as in boy, I as in igloo-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: A as in apple-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... B as in Charlie-

Speaker speaker_2: Uh-huh.

Speaker speaker_1:com/mau.

Speaker speaker_2: M-A... Okay, wwwmmybiac.com/mau.

Speaker speaker_1: Yep. And then you would go to enroll/decline coverage and then you should, he should register here and you put in your information.

Speaker speaker_2: Okay.

Speaker speaker_1: And whatnot.

Speaker speaker_2: Okay.

Speaker speaker_1: Or you can give us a call and we can do it over the phone and we'll do that for you too.

Speaker speaker_2: Okay, I just wanted to m- 'Cause that's what I... I was making sure to see i- if he was offered insurance or not. That's what I wanted to make sure. Okay.

Speaker speaker_1: Yes.

Speaker speaker_2: So great. We will get that taken care of. Thank you.

Speaker speaker_1: No problem. Is there anything else I can help you with today, ma'am?

Speaker speaker_2: Uh, that'll be all. I appreciate it.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your weekend.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you.

Speaker speaker_2: Uh-huh. Bye.