

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hello, Malcolm. I'm calling to see if I have any insurance. I've been working with Surge for a year or two, and I'm calling to see if I have any insurance so I can get my high blood pressure up and go to the doctor. What's the last four of your Social? Uh, 4772. First name? Mm-hmm. First name? Rochdale. Last name? Harden, A-K, R-D-I-N. For security purposes, can you verify your address and date of birth for me? Uh... I don't remember what... Uh, is it, uh, 453 Salone Avenue, Mansfield, Ohio 44903? That'll do, ma'am. Is it 130... 137, uh, Dale Avenue? No, ma'am. Well, it's not 448 Broadview no more because I don't live there. That's the one that we have on file. Okay, well, take that one off. I need you to verify the city, state and zip code as well. You need to verify what? The city, state and zip code. Mansfield, Ohio 44903. I just said that. What is your new address? Uh, 453 Salone Avenue. Salone, S- S-A-L-O-N-E Avenue. Mansfield, Ohio 44903. And what is the zip code one more time? 44903. Give me your date of birth. June 15, 1972. Thank you. Was it bid number 4199080782? Yes. Yes, sir. And your email is blackwidowspider908@yahoo.com? Yes, sir. Thank you. You know, it doesn't show that you have any coverage. Oh, why not? I, uh, couldn't tell you, ma'am. So what do I need to do? 'Cause I've been working for, uh... Y- Th- Surge told me to call back if there's a problem, but I've been working for a year to two years. And they said it'll kick in... So at this point you... Huh? So at this point 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 in order to get enrolled into the insurance. Say it again. So at this point you have to have a company open enrollment period where 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. I just did. I lost my carrier from, from fooling with you guys. I was with CareSource. The 28th- All right, so how long has it... How long has it been because you do only have a 30-day window? The 28th. Huh? You do only have a 30-day window. Yeah. It's been, uh, 28. All right. So what I'ma have to do is I'm gonna send you a QLE submission email. You send us back the doc- documentation proving that you lost coverage and then they will do a review and see if it qualifies. And once we get back to you- Okay, so- ... I'll give you a call back. Okay, so you're gonna send something to my email I need to fill out. Do I need to sign my name or something? No, ma'am. Is when we're asking for documentation proving that you lost coverage. Oh, so that mean I have to go to the welfare office and get it? Or I... Have I got a paper saying the 28th and my last... That work? Yes, ma'am, any... Some type of documentation proving that you lost coverage and the date that you lost it. Okay. I'll just send that to your email. Okay. Oh, wait. So I call you back or you guys call me? I give you, I give you a call back once we receive... Once we receive the information requested in the email, it'll be processed. Okay. And once it gets processed and

we, they have a result, I will call you back and let you know. Okay, thanks. No problem, Ms. Harden. Is there anything else I can help you with today? Uh, no, that's it. Okay, thanks for calling Benefits in the Card. Hope you have a great rest of your week. Thank you. Okay.

Conversation Format

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

Speaker speaker_1: Hello, Malcolm. I'm calling to see if I have any insurance. I've been working with Surge for a year or two, and I'm calling to see if I have any insurance so I can get my high blood pressure up and go to the doctor.

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

Speaker speaker_1: Uh, 4772.

Speaker speaker_0: First name?

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: First name?

Speaker speaker_1: Rochdale.

Speaker speaker_0: Last name?

Speaker speaker_1: Harden, A-K, R-D-I-N.

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

Speaker speaker_1: Uh... I don't remember what... Uh, is it, uh, 453 Salone Avenue, Mansfield, Ohio 44903?

Speaker speaker_0: That'll do, ma'am.

Speaker speaker_1: Is it 130... 137, uh, Dale Avenue?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: Well, it's not 448 Broadview no more because I don't live there.

Speaker speaker_0: That's the one that we have on file.

Speaker speaker_1: Okay, well, take that one off.

Speaker speaker_0: I need you to verify the city, state and zip code as well.

Speaker speaker_1: You need to verify what?

Speaker speaker_0: The city, state and zip code.

Speaker speaker_1: Mansfield, Ohio 44903. I just said that.

Speaker speaker_0: What is your new address?

Speaker speaker_1: Uh, 453 Salone Avenue. Salone, S- S-A-L-O-N-E Avenue. Mansfield, Ohio 44903.

Speaker speaker_0: And what is the zip code one more time?

Speaker speaker_1: 44903.

Speaker speaker_0: Give me your date of birth.

Speaker speaker_1: June 15, 1972.

Speaker speaker_0: Thank you. Was it bid number 4199080782?

Speaker speaker_1: Yes. Yes, sir.

Speaker speaker_0: And your email is blackwidowspider908@yahoo.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Thank you. You know, it doesn't show that you have any coverage.

Speaker speaker_1: Oh, why not?

Speaker speaker_0: I, uh, couldn't tell you, ma'am.

Speaker speaker_1: So what do I need to do? 'Cause I've been working for, uh... Y- Th- Surge told me to call back if there's a problem, but I've been working for a year to two years. And they said it'll kick in...

Speaker speaker_0: So at this point you...

Speaker speaker_1: Huh?

Speaker speaker_0: So at this point 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 in order to get enrolled into the insurance.

Speaker speaker_1: Say it again.

Speaker speaker_0: So at this point you have to have a company open enrollment period where 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: I just did. I lost my carrier from, from fooling with you guys. I was with CareSource. The 28th-

Speaker speaker_0: All right, so how long has it... How long has it been because you do only have a 30-day window?

Speaker speaker_1: The 28th. Huh?

Speaker speaker_0: You do only have a 30-day window.

Speaker speaker_1: Yeah. It's been, uh, 28.

Speaker speaker_0: All right. So what I'm gonna have to do is I'm gonna send you a QLE submission email. You send us back the doc- documentation proving that you lost coverage and then they will do a review and see if it qualifies. And once we get back to you-

Speaker speaker_1: Okay, so-

Speaker speaker_0: ... I'll give you a call back.

Speaker speaker_1: Okay, so you're gonna send something to my email I need to fill out. Do I need to sign my name or something?

Speaker speaker_0: No, ma'am. Is when we're asking for documentation proving that you lost coverage.

Speaker speaker_1: Oh, so that mean I have to go to the welfare office and get it? Or I... Have I got a paper saying the 28th and my last... That work?

Speaker speaker_0: Yes, ma'am, any... Some type of documentation proving that you lost coverage and the date that you lost it.

Speaker speaker_1: Okay.

Speaker speaker_0: I'll just send that to your email.

Speaker speaker_1: Okay. Oh, wait. So I call you back or you guys call me?

Speaker speaker_0: I give you, I give you a call back once we receive... Once we receive the information requested in the email, it'll be processed.

Speaker speaker_1: Okay.

Speaker speaker_0: And once it gets processed and we, they have a result, I will call you back and let you know.

Speaker speaker_1: Okay, thanks.

Speaker speaker_0: No problem, Ms. Harden. Is there anything else I can help you with today?

Speaker speaker_1: Uh, no, that's it.

Speaker speaker_0: Okay, thanks for calling Benefits in the Card. Hope you have a great rest of your week.

Speaker speaker_1: Thank you.

Speaker speaker_2: Okay.