

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? My name is Carmine Santoni. And how can I assist you? Okay. I'm curious, I w- I work through Morales at Subaru and, um, my health insurance that I had just expired. So, I'm looking to see h- how and what your insurance would cover and how would it p- pay and everything else. Okay. What are the last four digits of your Social? 1663. And you said you're working with Morales, correct? Yes, ma'am. All righty. And can you confirm your address and date of birth for me? Um, 1021 Navari Drive, Lafayette, Indiana. I'm not sure of the ZIP code 'cause I ain't been out here that long. 47905 and 4/1/77 is my birthdate. Okay. So I have a different address on file. What was your previous address? Um, 13454 French Court, Cedar Lake, Indiana. All righty. And you said your new address is 1021 Navari Drive? Yes, ma'am. That's what's on my checks. I don't know why, and my ID now, I don't know why it wouldn't have been changed yet. Um, their system's, uh, different from ours. We're not powered by the actual staffing agency. Oh. Um, so that's- Okay. ... that's why. No worries. Okay. I'll go ahead and get that changed for you. Okay. Um, what's a good phone number? We don't have one on file either. 773-537-5605. All righty. And I have your email address as your first name, your last name 77 at gmail.com? Yes, ma'am. All righty. Take a look here. Okay, so you are out of your enrollment period. So, what I can do as far as the coverage, I can send you a copy of our benefit guide. Okay. It's gonna show you the prices that are offered, how much they cover for each service and how much each coverage costs a week, um, 'cause everything's- Okay. ... separate. Medical, dental, vision, all of it's separate. Okay. In order for you to be eligible to enroll, I would have to, you would have to have p- um, experienced a qualified life event, which you said you lost your previous coverage. How did you lose that coverage? Because they say I made too much money at Subaru. I was on the HIP plan. Okay. So what we can do that isn't, um, that is possibly a, possibly qualifies as a- a involuntary loss of coverage. What I'm gonna need though before we can get you actually enrolled is something from your- from your insurance company stating why you lost the previous coverage. And how would I go about getting that? So you would just- I gotta go to- ... call Oh. Okay. Yep. Just give your insurance carrier a call. Okay. And let them know that you want, you need something stating why you lost coverage and what the last date of coverage is. Okay, so would I call the Public Aid or would I call MD Wise? 'Cause I was insured through Public Aid but I had MD Wise insurance. I would call MD Wise. Okay. Okay. And then, um, just ask as well to have the language on that letter. 100 emails, all the qualified life email. Okay. And you'll just respond with different needs. It has everything in the email what you need to respond with, what you need to tag in order for them to do that. Once we receive it, it takes about 24 to 48 hours to process. Okay. Once somebody ... process they'll let you know 100 eyes. And regardless of

the- of the outcome I'll be just calling to know where to go from there. Okay. Thank you so much, ma'am. I appreciate it so much. The, um, both emails are gonna come from info@benefitsinacard.com, okay? If they're not in your inbox try your spam or junk folders and I'll... Five minutes. Okay. Okay, thank you. No problem. Thank you so much for calling. You have a great day. You do the same. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: My name is Carmine Santoni.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Okay. I'm curious, I w- I work through Morales at Subaru and, um, my health insurance that I had just expired. So, I'm looking to see h- how and what your insurance would cover and how would it p- pay and everything else.

Speaker speaker_1: Okay. What are the last four digits of your Social?

Speaker speaker_2: 1663.

Speaker speaker_1: And you said you're working with Morales, correct?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All righty. And can you confirm your address and date of birth for me?

Speaker speaker_2: Um, 1021 Navari Drive, Lafayette, Indiana. I'm not sure of the ZIP code 'cause I ain't been out here that long. 47905 and 4/1/77 is my birthdate.

Speaker speaker_1: Okay. So I have a different address on file. What was your previous address?

Speaker speaker_2: Um, 13454 French Court, Cedar Lake, Indiana.

Speaker speaker_1: All righty. And you said your new address is 1021 Navari Drive?

Speaker speaker_2: Yes, ma'am. That's what's on my checks. I don't know why, and my ID now, I don't know why it wouldn't have been changed yet.

Speaker speaker_1: Um, their system's, uh, different from ours. We're not powered by the actual staffing agency.

Speaker speaker_2: Oh.

Speaker speaker_1: Um, so that's-

Speaker speaker_2: Okay.

Speaker speaker_1: ... that's why. No worries.

Speaker speaker_2: Okay.

Speaker speaker_1: I'll go ahead and get that changed for you.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, what's a good phone number? We don't have one on file either.

Speaker speaker_2: 773-537-5605.

Speaker speaker_1: All righty. And I have your email address as your first name, your last name 77 at gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All righty. Take a look here. Okay, so you are out of your enrollment period. So, what I can do as far as the coverage, I can send you a copy of our benefit guide.

Speaker speaker_2: Okay.

Speaker speaker_1: It's gonna show you the prices that are offered, how much they cover for each service and how much each coverage costs a week, um, 'cause everything's-

Speaker speaker_2: Okay.

Speaker speaker_1: ... separate. Medical, dental, vision, all of it's separate.

Speaker speaker_2: Okay.

Speaker speaker_1: In order for you to be eligible to enroll, I would have to, you would have to have p- um, experienced a qualified life event, which you said you lost your previous coverage. How did you lose that coverage?

Speaker speaker_2: Because they say I made too much money at Subaru. I was on the HIP plan.

Speaker speaker_1: Okay. So what we can do that isn't, um, that is possibly a, possibly qualifies as a- a involuntary loss of coverage. What I'm gonna need though before we can get you actually enrolled is something from your- from your insurance company stating why you lost the previous coverage.

Speaker speaker_2: And how would I go about getting that?

Speaker speaker_1: So you would just-

Speaker speaker_2: I gotta go to-

Speaker speaker_1: ... call

Speaker speaker_3: Oh.

Speaker speaker_2: Okay.

Speaker speaker_1: Yep. Just give your insurance carrier a call.

Speaker speaker_2: Okay.

Speaker speaker_1: And let them know that you want, you need something stating why you lost coverage and what the last date of coverage is.

Speaker speaker_2: Okay, so would I call the Public Aid or would I call MD Wise? 'Cause I was insured through Public Aid but I had MD Wise insurance.

Speaker speaker_1: I would call MD Wise.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: And then, um, just ask as well to have the language on that letter. 100 emails, all the qualified life email.

Speaker speaker_2: Okay.

Speaker speaker_1: And you'll just respond with different needs. It has everything in the email what you need to respond with, what you need to tag in order for them to do that. Once we receive it, it takes about 24 to 48 hours to process.

Speaker speaker_2: Okay.

Speaker speaker_1: Once somebody

Speaker speaker_4: ... process they'll let you know 100 eyes. And regardless of the- of the outcome I'll be just calling to know where to go from there.

Speaker speaker_2: Okay. Thank you so much, ma'am. I appreciate it so much.

Speaker speaker_1: The, um, both emails are gonna come from info@benefitsinacard.com, okay? If they're not in your inbox try your spam or junk folders and I'll... Five minutes.

Speaker speaker_2: Okay. Okay, thank you.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: You do the same. Thank you.