

## Transcript: Justin

**Mills-5926942144413696-5605575511457792**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. Um, I received a message from, uh, Benefits, uh, from Partners. Like, I want- Mm-hmm. I want to register. Yeah. Okay, so Partners Personnel. What's the last four of your Social Security so I can pull your file for you? 1416. And your first and last names? Emmanuel Pablo. And for security purposes, could you verify the home address, including city, state and zip code, Emmanuel? Okay. 2100 South Lake Ellen Avenue, Apartment 71, West Covina, California 91792. And your date of birth? May 31st, 1994. And a good telephone number have as 804-1736? Yes. And the email address emmanueljpablo1@gmail? Yes, sir. Okay. And what did you want to be enrolled into? Um, what are the options? Um, so I do know that they of- For, um... Yeah, sorry. Sorry. So I do know that they offer five different medical plans. Um, they offer FreeRx, which gives out free or discounted prescription coverage, dental, short-term disability, term life, which is life insurance. Mm-hmm. Vision, critical illness, and group accident. Oh. What's the first one? The first one? Um, so I'll... So the five medical plans, um, they have three of them which cover hospitals, doctors and medications. Those are the VIP plans. Those range from \$17.66 to \$43.28. And then the two other medical plans are the MEC TeleRx and the MEC Enhanced. One just covers preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, stuff like that. Mm-hmm. \$16.80. While the MEC Enhanced is a combination of both preventative plus hospital, doctor and medication coverage, and that's \$43.76 per week. I think I'm going to get, like, the cheapest option right now, I think. Okay, so the \$16.80 a week plan? Yes. What is it, uh, what's, uh, included in that, um, plan? Um, so the... Yeah, so the MEC TeleRx just covers preventative healthcare services only, so like physicals- Mm-hmm. ... diabetes screenings, vaccinations, pretty much things- Mm-hmm. ... that generally make you stay healthy. Hmm. Okay. Is it, um, uh, what's... who's the... who's giving it? Like, um, uh, the provider? Uh, the insurance carrier is 90 Degree Benefits. 90 Degree Benefits? Yes, sir. 90 Degree Benefits. Yeah. Yeah. I think I'm going to get that plan. I see. But right now, I'm with medical. Okay. So you don't need any medical? Uh, the medical, like, uh, Benefits Cal. Okay. Um, so do you want to get the MEC medical plan through Partners, or did you want to get other benefits? Oh. Then it... Just the... I don't know what's the M- M- MEC, like the... just the Medical Plan, um... The Medical Plan that we... Well, that's the medical plan that we just discussed, the \$16.80 a week plan. Mm-hmm. Did you want to enroll into it, or did you want to get other things like dental, vision, stuff like that? Because you stated that you have medical through the State of California. Mm-hmm. Is that correct? Yes. Yes. Okay. Um, so I was just confirming if you wanted that medical plan through us as well, or did you want to go with other things offered through Partners? Um, I think I'm gonna call again. Like, um, I'm going to Partners, um, what do you call it? The office. I'm gonna inquire there 'cause I'm still not sure.

Okay. No worries. Um, is there anything else I can help you with today, Emmanuel? Uh, uh, no, sir. Thank you. You're welcome. You have a great day, okay? Thank you. Thank you so much. Thank you. Bye-bye. Bye-bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hi. Um, I received a message from, uh, Benefits, uh, from Partners. Like, I want-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: I want to register. Yeah.

Speaker speaker\_1: Okay, so Partners Personnel. What's the last four of your Social Security so I can pull your file for you?

Speaker speaker\_2: 1416.

Speaker speaker\_1: And your first and last names?

Speaker speaker\_2: Emmanuel Pablo.

Speaker speaker\_1: And for security purposes, could you verify the home address, including city, state and zip code, Emmanuel?

Speaker speaker\_2: Okay. 2100 South Lake Ellen Avenue, Apartment 71, West Covina, California 91792.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: May 31st, 1994.

Speaker speaker\_1: And a good telephone number have as 804-1736?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email address emmanueljpablo1@gmail?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay. And what did you want to be enrolled into?

Speaker speaker\_2: Um, what are the options?

Speaker speaker\_1: Um, so I do know that they of-

Speaker speaker\_2: For, um... Yeah, sorry.

Speaker speaker\_1: Sorry. So I do know that they offer five different medical plans. Um, they offer FreeRx, which gives out free or discounted prescription coverage, dental, short-term disability, term life, which is life insurance.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Vision, critical illness, and group accident.

Speaker speaker\_2: Oh. What's the first one? The first one?

Speaker speaker\_1: Um, so I'll... So the five medical plans, um, they have three of them which cover hospitals, doctors and medications. Those are the VIP plans. Those range from \$17.66 to \$43.28. And then the two other medical plans are the MEC TeleRx and the MEC Enhanced. One just covers preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, stuff like that.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: \$16.80. While the MEC Enhanced is a combination of both preventative plus hospital, doctor and medication coverage, and that's \$43.76 per week.

Speaker speaker\_2: I think I'm going to get, like, the cheapest option right now, I think.

Speaker speaker\_1: Okay, so the \$16.80 a week plan?

Speaker speaker\_2: Yes. What is it, uh, what's, uh, included in that, um, plan?

Speaker speaker\_1: Um, so the... Yeah, so the MEC TeleRx just covers preventative healthcare services only, so like physicals-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... diabetes screenings, vaccinations, pretty much things-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... that generally make you stay healthy.

Speaker speaker\_2: Hmm. Okay. Is it, um, uh, what's... who's the... who's giving it? Like, um, uh, the provider?

Speaker speaker\_1: Uh, the insurance carrier is 90 Degree Benefits.

Speaker speaker\_2: 90 Degree Benefits?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: 90 Degree Benefits. Yeah. Yeah. I think I'm going to get that plan.

Speaker speaker\_1: I see.

Speaker speaker\_2: But right now, I'm with medical.

Speaker speaker\_1: Okay. So you don't need any medical?

Speaker speaker\_2: Uh, the medical, like, uh, Benefits Cal.

Speaker speaker\_1: Okay. Um, so do you want to get the MEC medical plan through Partners, or did you want to get other benefits?

Speaker speaker\_2: Oh. Then it... Just the... I don't know what's the M- M- MEC, like the... just the Medical Plan, um...

Speaker speaker\_1: The Medical Plan that we... Well, that's the medical plan that we just discussed, the \$16.80 a week plan.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Did you want to enroll into it, or did you want to get other things like dental, vision, stuff like that? Because you stated that you have medical through the State of California.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Is that correct?

Speaker speaker\_2: Yes. Yes.

Speaker speaker\_1: Okay. Um, so I was just confirming if you wanted that medical plan through us as well, or did you want to go with other things offered through Partners?

Speaker speaker\_2: Um, I think I'm gonna call again. Like, um, I'm going to Partners, um, what do you call it? The office. I'm gonna inquire there 'cause I'm still not sure.

Speaker speaker\_1: Okay. No worries. Um, is there anything else I can help you with today, Emmanuel?

Speaker speaker\_2: Uh, uh, no, sir. Thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: Thank you. Thank you so much. Thank you.

Speaker speaker\_1: Bye-bye.

Speaker speaker\_2: Bye-bye.