

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hi, Malcolm. I was trying to enroll online and it says I can't enroll. Can you check if I'm still eligible? Yes, ma'am. What staffing company do you work for? Oxford Global Consultants. Last four of your social? 3008. First name? Maria. Last name? Wahlig. And for security purposes, can you verify your address and date of birth for me? 342 Civil O Delray Beach, Florida 33446. Uh, March 24, 1962. Thank you. So we got your phone number 425-417-5707? That's correct. And then your email is image with a extra e k- Yeah. ...grrl@gmail.com? imagegrrl, uh-huh, yes. Oh, I didn't even read it like that. Sorry. No, that's okay. Most people don't read it that way, so. Right. So yeah, it looks like your hire date was 4/25. It was. So yeah, we should... you're definitely eligible to get enrolled. Um- Yeah, it wouldn't let me enroll on- I can get you, I can get you enrolled over the phone. You know what plans you wanted? Yeah. I don't want any of the health plans because it's not major medical. I already have ACA. Um, I want the dental, the vision, life insurance, and disability insurance. All right. So you said the dental, life insurance, vision. What else? And disability. Okay. So everything but the medical plans? Yes, please. Okay. So those are left out- Yeah, because the medic- the medical plans aren't like a major medical. They're more, they're not even supplemental to my ACA plan, right, through the government? I was told- So there's, there's only... So the NEC teleRx plan is ACA compliant. What is that? That's the NEC teleRx that's good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative services. It also includes access to free Rx, which is a free virtual, well it's a virtual pharmacy that gives members access to over 800 generic acute and chronic medications, along with access to virtual urgent care appointments. So that would be s- like a secondary insurance to my ACA insurance, Obamacare insurance that I have on, um, the marketplace? So I'm currently- So I wouldn't be of... I wouldn't be able to answer- Oh. ... that question unfortunately because I'm not- That's okay. ... here. I'm just a plan administrator. No problem. But there's disability and Xanax, right? I just want to know, so let me- Disability is... Yes. Yes, ma'am. So right now you have the dental, the short term disability, the life insurance, and the vision? And the dental. Yes, ma'am. That's it, those four? Yeah. Okay. So your total's going to be \$11.85. Do you authorize your employer to make these deductions? Yes. Thank you. So I do need a l- a beneficiary for your life insurance policy. I will just need a first name and last name and their relationship to you. Uh, Brett Anderson. B-R-E-T-T Anderson with s-o-n on the end. And who would that be? He's, he's my, um, domestic partner, I guess they call it. He's not... we're not married. We live together though. Okay. That'd be great. Yeah. Do I get a confirmation in the email or something? Um, I can get one sent to you if you like, but typically you don't... we don't send one. Oh, yeah. Please send a confirmation. All right. So the enrollment process does take one to two weeks. Once we see that first deduction from your pay check and we see it in

our system, that following Monday is when your coverage will become active. Your ID cards will be sent one to two weeks from the activation date. Okay. All right. Well, was there anything else I could help you with today, Miss Maria? Is there a digital version of the card I can use before the card is published? Oh, that... Yes, ma'am. So that wouldn't become available until your coverage becomes active. And that becomes available 24 to 48 hours after your coverage becomes active. Do I go to the same site where I would have, um, registered online? Is that where it would be? Uh, you would just call us and request it. A digital card? Yes, ma'am. Okay. I'll call you back when it starts showing up. Thank you. Take care. No problem. Was there anything else I can help you with today? That's all. You're helpful. Appreciate it. Take care. Bye-bye. You too. Thank you. Bye.

## Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker\_1: Hi, Malcolm. I was trying to enroll online and it says I can't enroll. Can you check if I'm still eligible?

Speaker speaker\_0: Yes, ma'am. What staffing company do you work for?

Speaker speaker\_1: Oxford Global Consultants.

Speaker speaker\_0: Last four of your social?

Speaker speaker\_1: 3008.

Speaker speaker\_0: First name?

Speaker speaker\_1: Maria.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Wahlig.

Speaker speaker\_0: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: 342 Civil O Delray Beach, Florida 33446. Uh, March 24, 1962.

Speaker speaker\_0: Thank you. So we got your phone number 425-417-5707?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: And then your email is image with a extra e k-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ...grrl@gmail.com?

Speaker speaker\_1: imagegrrl, uh-huh, yes.

Speaker speaker\_0: Oh, I didn't even read it like that. Sorry.

Speaker speaker\_1: No, that's okay. Most people don't read it that way, so.

Speaker speaker\_0: Right. So yeah, it looks like your hire date was 4/25.

Speaker speaker\_1: It was.

Speaker speaker\_0: So yeah, we should... you're definitely eligible to get enrolled. Um-

Speaker speaker\_1: Yeah, it wouldn't let me enroll on-

Speaker speaker\_0: I can get you, I can get you enrolled over the phone. You know what plans you wanted?

Speaker speaker\_1: Yeah. I don't want any of the health plans because it's not major medical. I already have ACA. Um, I want the dental, the vision, life insurance, and disability insurance.

Speaker speaker\_0: All right. So you said the dental, life insurance, vision. What else?

Speaker speaker\_1: And disability.

Speaker speaker\_0: Okay. So everything but the medical plans?

Speaker speaker\_1: Yes, please.

Speaker speaker\_0: Okay. So those are left out-

Speaker speaker\_1: Yeah, because the medic- the medical plans aren't like a major medical. They're more, they're not even supplemental to my ACA plan, right, through the government? I was told-

Speaker speaker\_0: So there's, there's only... So the NEC teleRx plan is ACA compliant.

Speaker speaker\_1: What is that?

Speaker speaker\_0: That's the NEC teleRx that's good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative services. It also includes access to free Rx, which is a free virtual, well it's a virtual pharmacy that gives members access to over 800 generic acute and chronic medications, along with access to virtual urgent care appointments.

Speaker speaker\_1: So that would be s- like a secondary insurance to my ACA insurance, Obamacare insurance that I have on, um, the marketplace? So I'm currently-

Speaker speaker\_0: So I wouldn't be of... I wouldn't be able to answer-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... that question unfortunately because I'm not-

Speaker speaker\_1: That's okay.

Speaker speaker\_0: ... here. I'm just a plan administrator.

Speaker speaker\_1: No problem. But there's disability and Xanax, right?

Speaker speaker\_0: I just want to know, so let me-

Speaker speaker\_1: Disability is... Yes.

Speaker speaker\_0: Yes, ma'am. So right now you have the dental, the short term disability, the life insurance, and the vision?

Speaker speaker\_1: And the dental.

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: That's it, those four? Yeah.

Speaker speaker\_0: Okay. So your total's going to be \$11.85. Do you authorize your employer to make these deductions?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you. So I do need a l- a beneficiary for your life insurance policy. I will just need a first name and last name and their relationship to you.

Speaker speaker\_1: Uh, Brett Anderson. B-R-E-T-T Anderson with s-o-n on the end.

Speaker speaker\_0: And who would that be?

Speaker speaker\_1: He's, he's my, um, domestic partner, I guess they call it. He's not... we're not married. We live together though.

Speaker speaker\_0: Okay.

Speaker speaker\_1: That'd be great.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Do I get a confirmation in the email or something?

Speaker speaker\_0: Um, I can get one sent to you if you like, but typically you don't... we don't send one.

Speaker speaker\_1: Oh, yeah. Please send a confirmation.

Speaker speaker\_0: All right. So the enrollment process does take one to two weeks. Once we see that first deduction from your pay check and we see it in our system, that following Monday is when your coverage will become active. Your ID cards will be sent one to two weeks from the activation date.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Well, was there anything else I could help you with today, Miss Maria?

Speaker speaker\_1: Is there a digital version of the card I can use before the card is published?

Speaker speaker\_0: Oh, that... Yes, ma'am. So that wouldn't become available until your coverage becomes active. And that becomes available 24 to 48 hours after your coverage becomes active.

Speaker speaker\_1: Do I go to the same site where I would have, um, registered online? Is that where it would be?

Speaker speaker\_0: Uh, you would just call us and request it.

Speaker speaker\_1: A digital card?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay. I'll call you back when it starts showing up. Thank you. Take care.

Speaker speaker\_0: No problem. Was there anything else I can help you with today?

Speaker speaker\_1: That's all. You're helpful. Appreciate it. Take care. Bye-bye.

Speaker speaker\_0: You too. Thank you. Bye.