

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hello. Yes, my name is Jacob Greenback. I, uh, work through, uh, Dougherty Staffing Solutions in Owatonna, Minnesota, and I'm looking at getting some healthcare or future healthcare. Can you state your Social? It is 9789. First name? Jacob. You a brand new hire? Uh, started my assignment last week. So yeah, pretty new. Yep. All right. You not showing up in the system, so I'm going to have to add you. So last four of your Social? I mean, what's your full Social? It is, uh, 445-069789. Okay. First name? Jacob. How do you spell that? J-A-C-O-B. Last name? Greenback. G-R-E-E-N-B-A-C-K. Address? It's, uh, 704 37th Street, uh, uh, 704 37th Street. Hold on one second, I'm sorry. That's okay. Okay. It's, uh, 704 37th Street Southwest, Austin, Minnesota 55912. So Austin, Minnesota. What was the zip code? 55912. Date of birth? 3/1/1995. Email? JacobGreenback00 at gmail. And phone number. 507-722-4580. Okay. And what type of coverage were you looking to get enrolled into? Um, can you let me know my options? I'm not sure. Uh... Yes, sir. So they offer you medical, free Rx, virtual care, dental, short-term disability, life insurance, vision, critical illness, group accident, preventative care, behavior health and, uh, ID experts. Okay. I'm more in, I'm looking for, uh, mental health therapy. I'm needing that. So is there a coverage that covers that? So they ha- they do offer- Like individual therapy help. They do offer you the behavior health, though I couldn't tell you what is included in that coverage. Okay. Um, okay. Yeah. Um, yeah, behavior health. Um, medical, dental and vision. So dental would be \$3.38. Vision would be \$1.99. And the med- and the medical would be \$16.81. Or you could get the MEC TeleRx, which is \$15.70 or you can get the MEC Enhanced, which combines the preventative care with the doctors, hospitals and prescriptions for \$42.68. Okay. So I don't need too much of the medical, more so the dental and vision. So, um, can you say that again? Sorry. You're fine. So they ha- they offer you the VIP Standard, which covers the doctor's and prescriptions. That one would be \$16.81. They offer you the MEC TeleRx that covers like wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative services, and it also includes free Rx, which is a virtual pharmacy that gives you access to over 800 generic acute and chronic medications, along with virtual urgent care appointments. And then they offer the MEC Enhanced, which combines the MEC plan with the VIP plan. Okay. I'll go with the VIP is the second one, or- The VIP Standard? Yeah, the second one that you, uh, yep. And what is that? How much? That covers doctors, that's \$16.81, that cover doctors, hospitals and prescriptions. And that's a month, right? That's weekly. Oh, weekly. Okay. Um, okay. And the behavioral health- Yeah. I'll do that. ... is a dollar 38. And that times whatever you need. Okay. A dollar 38. And then the dental and vision is how much? So altogether, with all four plans selected, it's \$23.56. Okay. All right. Right. So those the plans you want to get enrolled into? Yes. So I got, uh- Go ahead. I got the behavioral health, the VIP and then the,

uh, dental and vision, all of that together? Yes, sir. Yes. Okay. Got it. All right. Go ahead. Sorry. All right. Well, the enrollment process does take one to two weeks. Once you see that first deduction from your paycheck 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 that activation date. Okay. Can you, uh, can you, uh, confirm the a- my address for me? It's- Or repeat it so I can- ... 704 37th Street Southwest, Austin, Minnesota 55912. Okay. All right. All right. Where's it... Was that an apartment or a home? No, it's a, it's a trailer, so a home. Okay. All right. Well, I do want to let you know, with your VIP Standard, if you want a, a physical card, you have to call and request it once your coverage becomes active. Otherwise, it's only sent via email. Okay. All right. And I'm going to go ahead and send you the Benefits Guide so you can have... so you'll be ha- you'll have something to look over and see what your benefits are. Okay. I'll send that to your email. Hello? Yep. Great. I'm here. All right. Well, was there anything else I could help you with today, Mr. Jacob? Um, nope, that's it. Thank you very much. No problem. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week. All right. Have a good one. Bye. 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: Hello. Yes, my name is Jacob Greenback. I, uh, work through, uh, Dougherty Staffing Solutions in Owatonna, Minnesota, and I'm looking at getting some healthcare or future healthcare.

Speaker speaker\_0: Can you state your Social?

Speaker speaker\_1: It is 9789.

Speaker speaker\_0: First name?

Speaker speaker\_1: Jacob.

Speaker speaker\_0: You a brand new hire?

Speaker speaker\_1: Uh, started my assignment last week. So yeah, pretty new. Yep.

Speaker speaker\_0: All right. You not showing up in the system, so I'm going to have to add you. So last four of your Social? I mean, what's your full Social?

Speaker speaker\_1: It is, uh, 445-069789.

Speaker speaker\_0: Okay. First name?

Speaker speaker\_1: Jacob.

Speaker speaker\_0: How do you spell that?

Speaker speaker\_1: J-A-C-O-B.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Greenback. G-R-E-E-N-B-A-C-K.

Speaker speaker\_0: Address?

Speaker speaker\_1: It's, uh, 704 37th Street, uh, uh, 704 37th Street. Hold on one second, I'm sorry.

Speaker speaker\_0: That's okay.

Speaker speaker\_1: Okay. It's, uh, 704 37th Street Southwest, Austin, Minnesota 55912.

Speaker speaker\_0: So Austin, Minnesota. What was the zip code?

Speaker speaker\_1: 55912.

Speaker speaker\_0: Date of birth?

Speaker speaker\_1: 3/1/1995.

Speaker speaker\_0: Email?

Speaker speaker\_1: JacobGreenback00 at gmail.

Speaker speaker\_0: And phone number.

Speaker speaker\_1: 507-722-4580.

Speaker speaker\_0: Okay. And what type of coverage were you looking to get enrolled into?

Speaker speaker\_1: Um, can you let me know my options? I'm not sure. Uh...

Speaker speaker\_0: Yes, sir. So they offer you medical, free Rx, virtual care, dental, short-term disability, life insurance, vision, critical illness, group accident, preventative care, behavior health and, uh, ID experts.

Speaker speaker\_1: Okay. I'm more in, I'm looking for, uh, mental health therapy. I'm needing that. So is there a coverage that covers that?

Speaker speaker\_0: So they ha- they do offer-

Speaker speaker\_1: Like individual therapy help.

Speaker speaker\_0: They do offer you the behavior health, though I couldn't tell you what is included in that coverage.

Speaker speaker\_1: Okay. Um, okay. Yeah. Um, yeah, behavior health. Um, medical, dental and vision.

Speaker speaker\_0: So dental would be \$3.38. Vision would be \$1.99. And the med- and the medical would be \$16.81. Or you could get the MEC TeleRx, which is \$15.70 or you can get the MEC Enhanced, which combines the preventative care with the doctors, hospitals and prescriptions for \$42.68.

Speaker speaker\_1: Okay. So I don't need too much of the medical, more so the dental and vision. So, um, can you say that again? Sorry.

Speaker speaker\_0: You're fine. So they ha- they offer you the VIP Standard, which covers the doctor's and prescriptions. That one would be \$16.81. They offer you the MEC TeleRx that covers like wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative services, and it also includes free Rx, which is a virtual pharmacy that gives you access to over 800 generic acute and chronic medications, along with virtual urgent care appointments. And then they offer the MEC Enhanced, which combines the MEC plan with the VIP plan.

Speaker speaker\_1: Okay. I'll go with the VIP is the second one, or-

Speaker speaker\_0: The VIP Standard?

Speaker speaker\_1: Yeah, the second one that you, uh, yep. And what is that? How much?

Speaker speaker\_0: That covers doctors, that's \$16.81, that cover doctors, hospitals and prescriptions.

Speaker speaker\_1: And that's a month, right?

Speaker speaker\_0: That's weekly.

Speaker speaker\_1: Oh, weekly. Okay. Um, okay.

Speaker speaker\_0: And the behavioral health-

Speaker speaker\_1: Yeah. I'll do that.

Speaker speaker\_0: ... is a dollar 38.

Speaker speaker\_1: And that times whatever you need. Okay. A dollar 38. And then the dental and vision is how much?

Speaker speaker\_0: So altogether, with all four plans selected, it's \$23.56.

Speaker speaker\_1: Okay. All right.

Speaker speaker\_0: Right. So those the plans you want to get enrolled into?

Speaker speaker\_1: Yes. So I got, uh-

Speaker speaker\_0: Go ahead.

Speaker speaker\_1: I got the behavioral health, the VIP and then the, uh, dental and vision, all of that together?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Yes. Okay. Got it. All right. Go ahead. Sorry.

Speaker speaker\_0: All right. Well, the enrollment process does take one to two weeks. Once you see that first deduction from your paycheck 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 that activation date.

Speaker speaker\_1: Okay. Can you, uh, can you, uh, confirm the a- my address for me?

Speaker speaker\_0: It's-

Speaker speaker\_1: Or repeat it so I can-

Speaker speaker\_0: ... 704 37th Street Southwest, Austin, Minnesota 55912.

Speaker speaker\_1: Okay. All right.

Speaker speaker\_0: All right. Where's it... Was that an apartment or a home?

Speaker speaker\_1: No, it's a, it's a trailer, so a home.

Speaker speaker\_0: Okay. All right. Well, I do want to let you know, with your VIP Standard, if you want a, a physical card, you have to call and request it once your coverage becomes active. Otherwise, it's only sent via email.

Speaker speaker\_1: Okay. All right.

Speaker speaker\_0: And I'm going to go ahead and send you the Benefits Guide so you can have... so you'll be ha- you'll have something to look over and see what your benefits are.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I'll send that to your email. Hello?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Great.

Speaker speaker\_1: I'm here.

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

Speaker speaker\_1: Um, nope, that's it. Thank you very much.

Speaker speaker\_0: No problem. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker\_1: All right. Have a good one. Bye.

Speaker speaker\_0: Thank you. Bye.