

Transcript: Malcolm

Nash-4597444470554624-4588525199212544

Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Um, yeah, I got a, a jo- um, a new job, and it has the insurance and I wanted to know if I could get rid of some stuff that I put on there. Yes, ma'am. What staffing company do you work for? Uh, WDP. WP? Mm-hmm. Let me... So Fo- Focus Workforce? Yes. And what's the last four of your social? Um, 0752. First name? Allayja. How do you spell that? Uh, A-L-L-A-Y-J-A. Are you a brand new hire? Yes. So have you already... You said the last four is 0752? Yes. Okay, so I'm gonna have to add you in the system again. It doesn't look like you've been added in the system. What's your full social? It is 490-230-752. How do you spell your first name again? A-L-L-A-Y-J-A. Last name? White. Address? Uh, 3571 South Circle Drive, Apartment 1C, Kalamazoo, Michigan 49004. Can you say that one more time, the, the zip code? Let me just make sure I gave you the right one first. Mm-hmm. Let me check. Give me one second. Sorry. You're fine. Why is it not... Yeah, 49004. And what was the name of the city? Uh, Kalamazoo, Michigan. How do you spell that? K-A-L-A-M-A-Z-O-O. And date of birth? 12/21/04. Email? It'll be Allayja White, spelt A-L-L-A-Y-J-A and then white@gmail.com. Seen phone number? 269-370-6673. You said 269-370-6673? Yeah. Right. What plans were you wanting to get enrolled into? Um, let me go look. The, uh, Vision and Dental. And then I wanted to know what... So it says Medical and then it says Stay Healthy Plan. The MEC TeleRx? No. Yeah. What? Which one... Like, what is that? So that, the MEC, the MEC TeleRx plan is a... It's good for, like, wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. It also includes access to FreeRx, which g- is a virtual pharmacy that gives members access to over 800 generic acute and chronic medications, along with access to virtual urgent care appointments. Okay. I'm a... I'll do that one too, the 15.91 one. Sure. And the... And then, uh, and then what would be... So under it says Elite and VIP plan, and there's a VIP Classic. If I have that first one, should I get that one too or no? I wouldn't be able to make any recommendations, but the VIP Standard and the VIP Plus, you can only select one of those plans. They both cover doctors, hospitals and prescriptions. The only difference between the two is with the Plus, it covers more in the hospital benefits. Okay. Okay. I'll just do the, um, the StayHealthy plan, that one, and then I'll do dental and vision. So just three... Just those three plans and that's it? Yes, sir. Okay, so your total will be \$23 a week. That'll be deducted from your paycheck. Do you authorize your employer to make these deductions? Yes. Thank you. Okay, so 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's following Mondays when your coverage will become active, and your ID card is sent one to two weeks from the activation date. Okay. Okay. All right. Thank you. No problem, Ms. White. Was there anything else I could help you with today? Oh, no, that's all. Hey, give me, give me one moment actually. Uh, hmm. So is... Are you at Workforce

Strategies or Focus Workforce? I believe it's Focus Workforce, but I can check real quick just to be sure. Okay. Oh, no, I... It's Work, Work, Forcas, Forcas? Workforce Strategies? I think so. It just said working in F-O-R-C-E-S. Okay, so that's the one that I... So they actually do have you in the system. That's why I was curious as to which one you want to get enrolled into. All right, so you... So it looks like you... So you want to drop these other plans that you got enrolled into? Yes, sir. And you want to change from the MEC standalone to the MEC TeleRx? Yes. Okay. So did you want the VIP Classic still or no? Uh, no. Okay, so now with those three plans selected, your total will be \$27.39. With the, uh, StayHealthy plan, MEC, and then the dental and vision? Yes, ma'am. Okay. All right. So I'ma have to go in there and get that canceled. Uh, all right, so yeah, if there's anything else I can help you with today, Ms. White? Oh, no, thank you. No problem. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week. Yeah, you too. Thank you so much. Thank you.

Conversation Format

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

Speaker speaker_1: Um, yeah, I got a, a jo- um, a new job, and it has the insurance and I wanted to know if I could get rid of some stuff that I put on there.

Speaker speaker_0: Yes, ma'am. What staffing company do you work for?

Speaker speaker_1: Uh, WDP.

Speaker speaker_0: WP?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Let me... So Fo- Focus Workforce?

Speaker speaker_1: Yes.

Speaker speaker_0: And what's the last four of your social?

Speaker speaker_1: Um, 0752.

Speaker speaker_0: First name?

Speaker speaker_1: Allayja.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: Uh, A-L-L-A-Y-J-A.

Speaker speaker_0: Are you a brand new hire?

Speaker speaker_1: Yes.

Speaker speaker_0: So have you already... You said the last four is 0752?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so I'm gonna have to add you in the system again. It doesn't look like you've been added in the system. What's your full social?

Speaker speaker_1: It is 490-230-752.

Speaker speaker_0: How do you spell your first name again?

Speaker speaker_1: A-L-L-A-Y-J-A.

Speaker speaker_0: Last name?

Speaker speaker_1: White.

Speaker speaker_0: Address?

Speaker speaker_1: Uh, 3571 South Circle Drive, Apartment 1C, Kalamazoo, Michigan 49004.

Speaker speaker_0: Can you say that one more time, the, the zip code?

Speaker speaker_1: Let me just make sure I gave you the right one first.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Let me check. Give me one second. Sorry.

Speaker speaker_0: You're fine.

Speaker speaker_1: Why is it not... Yeah, 49004.

Speaker speaker_0: And what was the name of the city?

Speaker speaker_1: Uh, Kalamazoo, Michigan.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: K-A-L-A-M-A-Z-O-O.

Speaker speaker_0: And date of birth?

Speaker speaker_1: 12/21/04.

Speaker speaker_0: Email?

Speaker speaker_1: It'll be Allayja White, spelt A-L-L-A-Y-J-A and then white@gmail.com.

Speaker speaker_0: Seen phone number?

Speaker speaker_1: 269-370-6673.

Speaker speaker_0: You said 269-370-6673?

Speaker speaker_1: Yeah.

Speaker speaker_0: Right. What plans were you wanting to get enrolled into?

Speaker speaker_1: Um, let me go look. The, uh, Vision and Dental. And then I wanted to know what... So it says Medical and then it says Stay Healthy Plan.

Speaker speaker_0: The MEC TeleRx?

Speaker speaker_1: No. Yeah. What? Which one... Like, what is that?

Speaker speaker_0: So that, the MEC, the MEC TeleRx plan is a... It's good for, like, wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. It also includes access to FreeRx, which g- is 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: Okay. I'm a... I'll do that one too, the 15.91 one.

Speaker speaker_0: Sure.

Speaker speaker_1: And the... And then, uh, and then what would be... So under it says Elite and VIP plan, and there's a VIP Classic. If I have that first one, should I get that one too or no?

Speaker speaker_0: I wouldn't be able to make any recommendations, but the VIP Standard and the VIP Plus, you can only select one of those plans. They both cover doctors, hospitals and prescriptions. The only difference between the two is with the Plus, it covers more in the hospital benefits.

Speaker speaker_1: Okay. Okay. I'll just do the, um, the StayHealthy plan, that one, and then I'll do dental and vision.

Speaker speaker_0: So just three... Just those three plans and that's it?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so your total will be \$23 a week. That'll be deducted from your paycheck. Do you authorize your employer to make these deductions?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. Okay, so 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's following Mondays when your coverage will become active, and your ID card is sent one to two weeks from the activation date.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: No problem, Ms. White. Was there anything else I could help you with today?

Speaker speaker_1: Oh, no, that's all.

Speaker speaker_0: Hey, give me, give me one moment actually. Uh, hmm. So is... Are you at Workforce Strategies or Focus Workforce?

Speaker speaker_1: I believe it's Focus Workforce, but I can check real quick just to be sure.

Speaker speaker_0: Okay.

Speaker speaker_1: Oh, no, I... It's Work, Work, Forcas, Forcas?

Speaker speaker_0: Workforce Strategies?

Speaker speaker_1: I think so. It just said working in F-O-R-C-E-S.

Speaker speaker_0: Okay, so that's the one that I... So they actually do have you in the system. That's why I was curious as to which one you want to get enrolled into. All right, so you... So it looks like you... So you want to drop these other plans that you got enrolled into?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And you want to change from the MEC standalone to the MEC TeleRx?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So did you want the VIP Classic still or no?

Speaker speaker_1: Uh, no.

Speaker speaker_0: Okay, so now with those three plans selected, your total will be \$27.39.

Speaker speaker_1: With the, uh, StayHealthy plan, MEC, and then the dental and vision?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. So I'ma have to go in there and get that canceled. Uh, all right, so yeah, if there's anything else I can help you with today, Ms. White?

Speaker speaker_1: Oh, no, thank you.

Speaker speaker_0: No problem. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_1: Yeah, you too. Thank you so much.

Speaker speaker_0: Thank you.