

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Uh, hi. This is Niroshan from God's Pantry Food Bank. How can I help you, sir? Yeah, I'm under Crown Sta- sp- uh, staffing, so I want to enroll in health insurance, so... What staffing company do you work for? Uh, Crown. What's the last four of your social? Uh, 1780. First name? Niroshan. Say that again, sir? Niroshan. R-I-O-S-H-A-N. Last name? Monger. M-O-N-G-E-R. Are you a first time user? Can you verify your address and date of birth for me? Yeah, 556 Meridian Court, Lexington. And 10/11/1982. Thank you. What type of coverage were you wanting to get enrolled into? Uh, I want to know what kind of, um, health insurance plan do you have? So it looks like you're already- I need, like, a basic... So it looks like you're already enrolled into the MEC preventative care plan, so you wanted a medical plan? Yeah, like, like, health insurance. So they offer you, for medical, they offer you the VIP Standard and the VIP Classic. They both cover doctors, hospitals, and prescriptions. The only difference between the two is the Classic covers a little bit more when it comes to hospital benefits. Okay, so how much will be the, the, the pay per, per month? The standard would be... I wouldn't be able to... You would have to do the math. That's 17. It depends on what you get enrolled into. Then you'd have to do the numbers. Hmm. So I need, uh, the, the, the, like, like you said, like a, like a doctor visit covered? Right. So do you have the VIP Standard or the VIP Classic? The Standard is \$17.07. The Classic is \$18.86. I want, I want to go to the Classic, like, \$18. Okay. So do you still want to keep the preventative care plan that you have? Yeah. Is there anything else that you're interested in? Yeah, that's all, but, you know, I have not got any information that I do have, like that kind of... information. Say that again? You're gonna... I'm just, so you, you guys gonna send me the, the, like, like, the paperwork to fill out, or just what else? You don't have to fill out any paperwork, sir. Okay, so, so how do I get, uh, like, uh, uh, a health insurance card? You mean a new ID card? Yeah. I can give one request for you. It'll take one to two weeks for it to get to you physically. So just, um, before, um, I got one question. Just, just two, uh, I'm in two plans, like, \$18 and \$17 Classic and the, the, the, health insurance plan. That's all? So I need, I need, like, a covered everything, like, uh, health, you know, regarding health, like doctor visits, prescription. Yes, sir, you have plans to do both of those things. Dental is not included and vision is not included. Those are separate plans in and of themselves. Okay, then. Okay. So I need, I need, uh, the, the, the, the card. I, I need the card for the insurance. Right. So, like I said, I put in a request for it to be sent to you. It'll take one to two weeks for your ID card to get to you physically. Okay, so it's... Okay. So, so which company is this insurance company? So 90, 90 Degree Benefits covers your preventative care, and then American Public Life covers your medical. Okay. Okay, so can I get a, all package of the, the, my plan? Say that again, sir? Can I get a, all packages, like, like, wha- what else it covers, all the packages? Yeah,

benefits guide, I can send you a benefits guide and it could tell you what's co- what plans, what your plans cover. Okay, can you do that for me? Yes, sir. So, so I need to log in to, to look up that, right? Say that again? So do I have to make a, like, a create a account to see that? Or... To see what? The last time I tried, yeah, like, a plan. What do you... What do you mean a log in? What do you mean? Wh- wh- I'm, I'm confused by the question, sir. Yeah, last time I tried to log in to check on my coverage, my insurance plan, but it's not going through. And that's they gave me this number to contact what else need to do. I'm not sure what you're referring to when you say log in. Were you trying to log in? Yeah, to, do I have to create a account online or not to look? Are you referring... What are you referring to, sir? You need... The only thing you'll need, you wouldn't need to create an account for anything. Your, your MEC comes with- What account? ... your MEC tell you already comes with FreeRx. If you're referring to FreeRx, you would go to the FreeRx website and you go to member login, and then you're going to hit register user. And you're gonna put- Okay. ... in your first name, your last name, your email, and your Social Security, and that will give you access to FreeRx. Okay, now I understand. Okay, thank you. So can you do that for me? Can you send it to me? So, uh, I wouldn't be able to send you a link to do that. That's something you have to do yourself, sir. You have to go to freerx.com. That's what I'm telling. Can you send me the link so that I can go through that? Hello? Yes, sir. I'm, I'll add it to your, to your email where I'm sending your ID card. Okay. All right. So it's URS.Roshan002@gmail.com still a good email? Yes, sir. All right. So I just sent that ID card to your email, and that FreeRx plan should be in about... Okay, okay. Right, so do, please be aware that your changes won't happen until January 6th. Your new, the medi- the other medical plan won't be added 'til January 6th. Okay. Okay, thank you. No problem, Mr. Monger. Was there anything else I could help you with today? Yeah, that's all. That's all. Thank you. Appreciate it. Thank you so much. No problem. Thanks for calling Benefits in a Card. Hope you have a great rest of your day. You too, too. Bye. Thank you.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_2: Uh, hi. This is Niroshan from God's Pantry Food Bank.

Speaker speaker_1: How can I help you, sir?

Speaker speaker_2: Yeah, I'm under Crown Sta- sp- uh, staffing, so I want to enroll in health insurance, so...

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Uh, Crown.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: Uh, 1780.

Speaker speaker_1: First name?

Speaker speaker_2: Niroshan.

Speaker speaker_1: Say that again, sir?

Speaker speaker_2: Niroshan. R-I-O-S-H-A-N.

Speaker speaker_1: Last name?

Speaker speaker_2: Monger. M-O-N-G-E-R.

Speaker speaker_1: Are you a first time user? Can you verify your address and date of birth for me?

Speaker speaker_2: Yeah, 556 Meridian Court, Lexington. And 10/11/1982.

Speaker speaker_1: Thank you. What type of coverage were you wanting to get enrolled into?

Speaker speaker_2: Uh, I want to know what kind of, um, health insurance plan do you have?

Speaker speaker_1: So it looks like you're already-

Speaker speaker_2: I need, like, a basic...

Speaker speaker_1: So it looks like you're already enrolled into the MEC preventative care plan, so you wanted a medical plan?

Speaker speaker_2: Yeah, like, like, health insurance.

Speaker speaker_1: So they offer you, for medical, they offer you the VIP Standard and the VIP Classic. They both cover doctors, hospitals, and prescriptions. The only difference between the two is the Classic covers a little bit more when it comes to hospital benefits.

Speaker speaker_2: Okay, so how much will be the, the, the pay per, per month?

Speaker speaker_1: The standard would be... I wouldn't be able to... You would have to do the math. That's 17. It depends on what you get enrolled into. Then you'd have to do the numbers.

Speaker speaker_2: Hmm. So I need, uh, the, the, the, like, like you said, like a, like a doctor visit covered?

Speaker speaker_1: Right. So do you have the VIP Standard or the VIP Classic? The Standard is \$17.07. The Classic is \$18.86.

Speaker speaker_2: I want, I want to go to the Classic, like, \$18.

Speaker speaker_1: Okay. So do you still want to keep the preventative care plan that you have?

Speaker speaker_2: Yeah.

Speaker speaker_1: Is there anything else that you're interested in?

Speaker speaker_2: Yeah, that's all, but, you know, I have not got any information that I do have, like that kind of... information.

Speaker speaker_1: Say that again?

Speaker speaker_2: You're gonna... I'm just, so you, you guys gonna send me the, the, like, like, the paperwork to fill out, or just what else?

Speaker speaker_1: You don't have to fill out any paperwork, sir.

Speaker speaker_2: Okay, so, so how do I get, uh, like, uh, uh, a health insurance card?

Speaker speaker_1: You mean a new ID card?

Speaker speaker_2: Yeah.

Speaker speaker_1: I can give one request for you. It'll take one to two weeks for it to get to you physically.

Speaker speaker_2: So just, um, before, um, I got one question. Just, just two, uh, I'm in two plans, like, \$18 and \$17 Classic and the, the, the, health insurance plan. That's all? So I need, I need, like, a covered everything, like, uh, health, you know, regarding health, like doctor visits, prescription.

Speaker speaker_1: Yes, sir, you have plans to do both of those things. Dental is not included and vision is not included. Those are separate plans in and of themselves.

Speaker speaker_2: Okay, then. Okay. So I need, I need, uh, the, the, the, the card. I, I need the card for the insurance.

Speaker speaker_1: Right. So, like I said, I put in a request for it to be sent to you. It'll take one to two weeks for your ID card to get to you physically.

Speaker speaker_2: Okay, so it's... Okay. So, so which company is this insurance company?

Speaker speaker_1: So 90, 90 Degree Benefits covers your preventative care, and then American Public Life covers your medical.

Speaker speaker_2: Okay. Okay, so can I get a, all package of the, the, my plan?

Speaker speaker_1: Say that again, sir?

Speaker speaker_2: Can I get a, all packages, like, like, wha- what else it covers, all the packages?

Speaker speaker_1: Yeah, benefits guide, I can send you a benefits guide and it could tell you what's co- what plans, what your plans cover.

Speaker speaker_2: Okay, can you do that for me?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: So, so I need to log in to, to look up that, right?

Speaker speaker_1: Say that again?

Speaker speaker_2: So do I have to make a, like, a create a account to see that? Or...

Speaker speaker_1: To see what?

Speaker speaker_2: The last time I tried, yeah, like, a plan.

Speaker speaker_1: What do you... What do you mean a log in? What do you mean? Wh- wh- I'm, I'm confused by the question, sir.

Speaker speaker_2: Yeah, last time I tried to log in to check on my coverage, my insurance plan, but it's not going through. And that's they gave me this number to contact what else need to do.

Speaker speaker_1: I'm not sure what you're referring to when you say log in. Were you trying to log in?

Speaker speaker_2: Yeah, to, do I have to create a account online or not to look?

Speaker speaker_1: Are you referring... What are you referring to, sir? You need... The only thing you'll need, you wouldn't need to create an account for anything. Your, your MEC comes with-

Speaker speaker_2: What account?

Speaker speaker_1: ... your MEC tell you already comes with FreeRx. If you're referring to FreeRx, you would go to the FreeRx website and you go to member login, and then you're going to hit register user. And you're gonna put-

Speaker speaker_2: Okay.

Speaker speaker_1: ... in your first name, your last name, your email, and your Social Security, and that will give you access to FreeRx.

Speaker speaker_2: Okay, now I understand. Okay, thank you. So can you do that for me? Can you send it to me?

Speaker speaker_1: So, uh, I wouldn't be able to send you a link to do that. That's something you have to do yourself, sir. You have to go to freerx.com.

Speaker speaker_2: That's what I'm telling. Can you send me the link so that I can go through that? Hello?

Speaker speaker_1: Yes, sir. I'm, I'll add it to your, to your email where I'm sending your ID card.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. So it's URS.Roshan002@gmail.com still a good email?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. So I just sent that ID card to your email, and that FreeRx plan should be in about...

Speaker speaker_2: Okay, okay.

Speaker speaker_1: Right, so do, please be aware that your changes won't happen until January 6th. Your new, the medi- the other medical plan won't be added 'til January 6th.

Speaker speaker_2: Okay. Okay, thank you.

Speaker speaker_1: No problem, Mr. Monger. Was there anything else I could help you with today?

Speaker speaker_2: Yeah, that's all. That's all. Thank you. Appreciate it. Thank you so much.

Speaker speaker_1: No problem. Thanks for calling Benefits in a Card. Hope you have a great rest of your day.

Speaker speaker_2: You too, too. Bye.

Speaker speaker_1: Thank you.