

## **Transcript: Malcolm**

**Nash-4671329858437120-4644419472408576**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, Malcolm. My name is Rachel. I'm just, uh, giving you guys a phone call in reference to my benefits with BG. How can I help you? I just got an... I just got an email. I'm sorry for the background noise. Give me one second. You're fine. Okay. Um, I got an email from you guys that my assistance is needed to continue processing my enrollment, uh, as there seems to be some missing or needed information you guys need. Okay. So what's the, what's the last four of your social? You say you were BG Staffing? Yes. It's 2076. First name? Rachel. Last name? Mays. Hmm. That's interesting. So what's... Okay. Did you, for security purposes, can you verify your full social for me? 64058-2076. You said 2076? That's it. Yeah. You said it's, you said 640582076? Yes, sir. Thank you. Ma'am, if I put you on a brief hold? Sure thing. Thank you. Are you there, Ms. Mays? Are you there, Ms. Mays? I am. Yes, sir. All right. So I see we got good phone, I mean, a good address at 1911 West Meade Drive, Apartment 313, Houston, Texas 77064. No, not at all. All right. So what's a good, let's get, uh, address for you? It's 1911 West Meade Drive, Apartment 2707, Houston, Texas 77077. You said 9- 1911 West Mead Drive, Apartment 2707, Houston, Texas 77077? That's right. Is West Mead spelled W-E-S-T-M-E-A-D? That's it. Yeah. And a good phone number is 692-2958? Yes. And your email is maysrachel\_5, uh, \_05@Yahoo.com? Yes. Thank you. So you, were you going to get enrolled into coverage? Uh, actually, I thought I already was. Um, the email just said that there was missing or needed information for y'all to continue processing my benefits. Mm-hmm. So I guess I was just calling to see if y'all needed anything from me to process my benefits. Um, but yeah, I do- So go ahead. No, go ahead. I was gonna say, I do want coverage. Um, so... All right. So on our end it doesn't show that you got enrolled in any coverage. You, you submitted, did you submit a sheet through BG Staffing? Yes, uh- Okay, I see it right here. So it looks like you selected, you selected you wanted the virtual primary care, but then you also selected to not participate in coverage. Got it. So you wanna- So in that case, um, I do want to go ahead and participate in the program or, and be in the offers. All right. So what, what coverages were you in- interested in? Um, just your primary coverage, um, medical care, I'm not sure, 'cause Blue Cross, that's who I would use, or that BG uses. So none of these, so none of these plans are PPO plans. They're all limited benefits plans. What that means is the doctor or the member sends the claim to the insurance carrier and the carrier pays towards the claim up to a set dollar amount. And depending on the services rendered and the coverage, the remainder of that claim would be your responsibility. Got it. Okay. Hmm, it's okay. I actually already have UnitedHealthcare, uh, just on my own. So, um, it's not necessary then, if that's the case. Like, I don't need coverage from BG. Okay. Well, was there anything else I can help you with today, Ms. Mays? That'll be all. Thank you. No problem. Thanks for calling Benefits in the Car. I hope you have a

great rest of your week. You too. Bye-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 the Car. This is Malcolm. How can I help you?

Speaker speaker\_2: Hi, Malcolm. My name is Rachel. I'm just, uh, giving you guys a phone call in reference to my benefits with BG.

Speaker speaker\_1: How can I help you?

Speaker speaker\_2: I just got an... I just got an email. I'm sorry for the background noise. Give me one second.

Speaker speaker\_1: You're fine.

Speaker speaker\_2: Okay. Um, I got an email from you guys that my assistance is needed to continue processing my enrollment, uh, as there seems to be some missing or needed information you guys need.

Speaker speaker\_1: Okay. So what's the, what's the last four of your social? You say you were BG Staffing?

Speaker speaker\_2: Yes. It's 2076.

Speaker speaker\_1: First name?

Speaker speaker\_2: Rachel.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Mays.

Speaker speaker\_1: Hmm. That's interesting. So what's... Okay. Did you, for security purposes, can you verify your full social for me?

Speaker speaker\_2: 64058-2076.

Speaker speaker\_1: You said 2076?

Speaker speaker\_2: That's it.

Speaker speaker\_1: Yeah. You said it's, you said 640582076?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Thank you. Ma'am, if I put you on a brief hold?

Speaker speaker\_2: Sure thing.

Speaker speaker\_1: Thank you. Are you there, Ms. Mays? Are you there, Ms. Mays?

Speaker speaker\_2: I am. Yes, sir.

Speaker speaker\_1: All right. So I see we got good phone, I mean, a good address at 1911 West Meade Drive, Apartment 313, Houston, Texas 77064.

Speaker speaker\_2: No, not at all.

Speaker speaker\_1: All right. So what's a good, let's get, uh, address for you?

Speaker speaker\_2: It's 1911 West Meade Drive, Apartment 2707, Houston, Texas 77077.

Speaker speaker\_1: You said 9- 1911 West Mead Drive, Apartment 2707, Houston, Texas 77077?

Speaker speaker\_2: That's right.

Speaker speaker\_1: Is West Mead spelled W-E-S-T-M-E-A-D?

Speaker speaker\_2: That's it.

Speaker speaker\_1: Yeah. And a good phone number is 692-2958?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And your email is maysrachel\_5, uh, \_05@Yahoo.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Thank you. So you, were you going to get enrolled into coverage?

Speaker speaker\_2: Uh, actually, I thought I already was. Um, the email just said that there was missing or needed information for y'all to continue processing my benefits.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: So I guess I was just calling to see if y'all needed anything from me to process my benefits. Um, but yeah, I do-

Speaker speaker\_1: So go ahead. No, go ahead.

Speaker speaker\_2: I was gonna say, I do want coverage. Um, so...

Speaker speaker\_1: All right. So on our end it doesn't show that you got enrolled in any coverage. You, you submitted, did you submit a sheet through BG Staffing?

Speaker speaker\_2: Yes, uh-

Speaker speaker\_1: Okay, I see it right here. So it looks like you selected, you selected you wanted the virtual primary care, but then you also selected to not participate in coverage.

Speaker speaker\_2: Got it.

Speaker speaker\_1: So you wanna-

Speaker speaker\_2: So in that case, um, I do want to go ahead and participate in the program or, and be in the offers.

Speaker speaker\_1: All right. So what, what coverages were you in- interested in?

Speaker speaker\_2: Um, just your primary coverage, um, medical care, I'm not sure, 'cause Blue Cross, that's who I would use, or that BG uses.

Speaker speaker\_1: So none of these, so none of these plans are PPO plans. They're all limited benefits plans. What that means is the doctor or the member sends the claim to the insurance carrier and the carrier pays towards the claim up to a set dollar amount. And depending on the services rendered and the coverage, the remainder of that claim would be your responsibility.

Speaker speaker\_2: Got it. Okay. Hmm, it's okay. I actually already have UnitedHealthcare, uh, just on my own. So, um, it's not necessary then, if that's the case. Like, I don't need coverage from BG.

Speaker speaker\_1: Okay. Well, was there anything else I can help you with today, Ms. Mays?

Speaker speaker\_2: That'll be all. Thank you.

Speaker speaker\_1: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Thank you.