

## **Transcript: Malcolm**

**Nash-4715750010568704-5511731669024768**

### **Full Transcript**

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? It's, uh... I'm trying to enroll in dental. What staffing company do you work for? VGSL. What's the last four of your social? 8748. First name? Parents. You said Parents? Last name? Carter. All right. For security purposes, can you verify your address and date of birth for me? 406 Ruffer Circle, Columbia, Tennessee, 82682. Can you show me that phone number, 931-446-6350? Yes, sir. Let me get email. It's parentscarter6@gmail.com? Yes, ma'am. Yes, sir. All right. Well, what's... You say you just wanna get dental? Yeah, I already, uh, had the, uh, the health and stuff, I think, right? You don't have anything- Dental. You're not enrolled in anything at the moment. I, I'd like to have dental, health, um, job, it's job insurance, right, if I get hurt at work, right? So this is, uh, through the staffing company, through VG Staffing. Right. So you want the medical and you want the dental? Yes, sir. All right. So which medical plan did you want? Did you want one of the VIP plans or did you want the MEP TeleRX plan or did you want o-uh, both? Uh, we need both. All right. So with the VIP plan, they offer you three different versions. So they offer you the VIP Standard, the VIP Classic, and the VIP Plus. All three of them cover doctors, hospitals and prescriptions. The only difference between the three is the higher you go up, the more coverage you receive as, as far as the hospital benefit goes. All right. Give me the, uh, the Classic. All right. So with those three plans selected, your total will be \$37.58. That'll be deducted weekly. Do you authorize your employer to make these deductions? Yes, sir. All right. All right. So the enrollment process does take one to two weeks. Once we 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 are sent one to two weeks from the activation date. Okay. And the dental is just regular dental, right? What do you mean, "just regular dental"? Like, it ain't got no Classic or nothing on there? No VIP? No. No, sir. Okay. There's only one dental plan. Oh, okay. Well, that's it. That's all I needed. All right. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week. All right. You too. Thank you. Uh.

### **Conversation Format**

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

Speaker speaker\_1: It's, uh... I'm trying to enroll in dental.

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: VGSL.

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: 8748.

Speaker speaker\_0: First name?

Speaker speaker\_1: Parents.

Speaker speaker\_0: You said Parents? Last name?

Speaker speaker\_1: Carter.

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

Speaker speaker\_1: 406 Ruffer Circle, Columbia, Tennessee, 82682.

Speaker speaker\_0: Can you show me that phone number, 931-446-6350?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Let me get email. It's parentscarter6@gmail.com?

Speaker speaker\_1: Yes, ma'am. Yes, sir.

Speaker speaker\_0: All right. Well, what's... You say you just wanna get dental?

Speaker speaker\_1: Yeah, I already, uh, had the, uh, the health and stuff, I think, right?

Speaker speaker\_0: You don't have anything-

Speaker speaker\_1: Dental.

Speaker speaker\_0: You're not enrolled in anything at the moment.

Speaker speaker\_1: I, I'd like to have dental, health, um, job, it's job insurance, right, if I get hurt at work, right?

Speaker speaker\_0: So this is, uh, through the staffing company, through VG Staffing.

Speaker speaker\_1: Right.

Speaker speaker\_0: So you want the medical and you want the dental?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: All right. So which medical plan did you want? Did you want one of the VIP plans or did you want the MEP TeleRX plan or did you want o- uh, both?

Speaker speaker\_1: Uh, we need both.

Speaker speaker\_0: All right. So with the VIP plan, they offer you three different versions. So they offer you the VIP Standard, the VIP Classic, and the VIP Plus. All three of them cover doctors, hospitals and prescriptions. The only difference between the three is the higher you

go up, the more coverage you receive as, as far as the hospital benefit goes.

Speaker speaker\_1: All right. Give me the, uh, the Classic.

Speaker speaker\_0: All right. So with those three plans selected, your total will be \$37.58. That'll be deducted weekly. Do you authorize your employer to make these deductions?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: All right. All right. So the enrollment process does take one to two weeks. Once we 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 are sent one to two weeks from the activation date.

Speaker speaker\_1: Okay. And the dental is just regular dental, right?

Speaker speaker\_0: What do you mean, "just regular dental"?

Speaker speaker\_1: Like, it ain't got no Classic or nothing on there? No VIP?

Speaker speaker\_0: No. No, sir.

Speaker speaker\_1: Okay.

Speaker speaker\_0: There's only one dental plan.

Speaker speaker\_1: Oh, okay. Well, that's it. That's all I needed.

Speaker speaker\_0: All right. 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: All right. You too.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Uh.