

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Car. This is Malcolm. How can I help you? Uh, yes, I'm trying to, um, see what benefits I have with dealing with you guys. I need to know- What staffing company do you work for? I need to g-... I'm sorry? What staffing company do you work for? Surge Staffing. And your last four of your Social? 4252. First name? Uh, Gabriel. Last name? Nimmons. Right. For security purposes, can you verify your address and date of birth for me? 819 Whistlewood Drive, Reynoldsburg, Ohio, and my birthday is 12/13/92. Thank you. So we got your phone number. It's, uh, 614-668-7073? Yes. And your email is gabriel.nimmons@gmail.com? Yes. Thank you. So it looks like you have the MEC TeleRx plan. That plan is just like wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services. That does not include dental or vision and does not include doctors or hospitals. So there's no way I could go to the doctor or the hospital off of this plan that I have? Sir, it, it doesn't include hospital visits or doctors. Uh, it's just for preventative services only. Hmm. I'm not sure to what extent you'll be able to use it, so I can't tell you that you can't go to a doctor 'cause we're not the carrier, but I know it doesn't cover, like, primary visits or stuff like that, like your regular- No, my situation, I'm pretty s-... I'm pretty sure I just tore my Achilles, so I'm tryna get, um... tryna get care for that and tryna use this insurance that I've been paying for every week, and now it's coming to, like, that I can't even use it. So I'm not... Again, sir, I can't tell you what is and isn't able to be done with your coverage 'cause we're not the carrier. I just know that it's preventative- Who is? W- what, what's the carrier? What is- It's 90 Degree Benefits. What, what, what's it- 90 Degree Benefits. 90 Degree Benefits? Is that- Yes, sir. Let me see. 90 Degree Benefits, so that's the name of the- Carrier. They're the one that actually provides you with the insurance. One second. You said 90 Degrees Benefit? 90 Degrees Benefit? 90... Yes, sir. 90... I can give you that phone number when, whenever you're ready. All right. Yes, sir. All right, I'm ready. So it's 1-800. Mm-hmm. 833-4296. And you want to hit option one to speak with a representative. All right. This is 90 Degree Benefits. So this is different from you guys? What's the, what- So we're not a, we're not a carrier. We're just a plan administrator. All we do is get you- Okay. ... guys enrolled or unenrolled from the coverage. We don't provide you with any insurance. We're not taking any money from you. We just simply- Okay. Right. ... get you enrolled or unenrolled from the coverage. Right, right. Okay, so you're like a middle man. What, uh- Yes. So this 90 Degree Benefits is the actual... Carrier. Yes, sir. Carrier, or... Yeah, yeah. Supplier of the insurance. Right. Yes, sir. Okay, thank you. No problem, Mr. Nimmons. Was there anything else I can help you with today? No, that's it. Appreciate it. All right. Thanks for calling Benefits in a Car. Hope you have a great rest of your week. All right. You, too. Thank you.

Conversation Format

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

Speaker speaker_1: Uh, yes, I'm trying to, um, see what benefits I have with dealing with you guys. I need to know-

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: I need to g-... I'm sorry?

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Surge Staffing.

Speaker speaker_0: And your last four of your Social?

Speaker speaker_1: 4252.

Speaker speaker_0: First name?

Speaker speaker_1: Uh, Gabriel.

Speaker speaker_0: Last name?

Speaker speaker_1: Nimmons.

Speaker speaker_0: Right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 819 Whistlewood Drive, Reynoldsburg, Ohio, and my birthday is 12/13/92.

Speaker speaker_0: Thank you. So we got your phone number. It's, uh, 614-668-7073?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is gabriel.nimmons@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. So it looks like you have the MEC TeleRx plan. That plan is just like wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services. That does not include dental or vision and does not include doctors or hospitals.

Speaker speaker_1: So there's no way I could go to the doctor or the hospital off of this plan that I have?

Speaker speaker_0: Sir, it, it doesn't include hospital visits or doctors. Uh, it's just for preventative services only.

Speaker speaker_1: Hmm.

Speaker speaker_0: I'm not sure to what extent you'll be able to use it, so I can't tell you that you can't go to a doctor 'cause we're not the carrier, but I know it doesn't cover, like, primary visits or stuff like that, like your regular-

Speaker speaker_1: No, my situation, I'm pretty s-... I'm pretty sure I just tore my Achilles, so I'm tryna get, um... tryna get care for that and tryna use this insurance that I've been paying for every week, and now it's coming to, like, that I can't even use it.

Speaker speaker_0: So I'm not... Again, sir, I can't tell you what is and isn't able to be done with your coverage 'cause we're not the carrier. I just know that it's preventative-

Speaker speaker_1: Who is? W- what, what's the carrier? What is-

Speaker speaker_0: It's 90 Degree Benefits.

Speaker speaker_1: What, what, what's it-

Speaker speaker_0: 90 Degree Benefits.

Speaker speaker_1: 90 Degree Benefits? Is that-

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Let me see. 90 Degree Benefits, so that's the name of the-

Speaker speaker_0: Carrier. They're the one that actually provides you with the insurance.

Speaker speaker_1: One second. You said 90 Degrees Benefit? 90 Degrees Benefit?

Speaker speaker_0: 90... Yes, sir. 90... I can give you that phone number when, whenever you're ready.

Speaker speaker_1: All right.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right, I'm ready.

Speaker speaker_0: So it's 1-800.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: 833-4296. And you want to hit option one to speak with a representative.

Speaker speaker_1: All right. This is 90 Degree Benefits. So this is different from you guys? What's the, what-

Speaker speaker_0: So we're not a, we're not a carrier. We're just a plan administrator. All we do is get you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... guys enrolled or unenrolled from the coverage. We don't provide you with any insurance. We're not taking any money from you. We just simply-

Speaker speaker_1: Okay. Right.

Speaker speaker_0: ... get you enrolled or unenrolled from the coverage.

Speaker speaker_1: Right, right. Okay, so you're like a middle man. What, uh-

Speaker speaker_0: Yes.

Speaker speaker_1: So this 90 Degree Benefits is the actual...

Speaker speaker_0: Carrier. Yes, sir.

Speaker speaker_1: Carrier, or... Yeah, yeah. Supplier of the insurance. Right.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem, Mr. Nimmons. Was there anything else I can help you with today?

Speaker speaker_1: No, that's it. Appreciate it.

Speaker speaker_0: All right. Thanks for calling Benefits in a Car. Hope you have a great rest of your week.

Speaker speaker_1: All right. You, too.

Speaker speaker_0: Thank you.