

## Transcript: Malcolm

Nash-4892148534788096-5398304759922688

### Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm, how can I help you? Hi, um, my name's Matthew Tabit. Um, is there any way I can speak to a Victoria, please? So she actually isn't in at the moment. Um, if she comes in later in the day I have to take a note for her and let her know that you want to speak with her. Um, well, I'm just calling because I w- I had a call back from her to... And I got a message saying that I am eligible for the en- to enroll in the, uh, insurance. So I'm, I'm calling to get enrolled so I can get my insurance going and started for health. Oh, I can get that for you. Eyelash dentist. All right. Well, sir, which company do you work for? Serge. What's the last four of your social? 3890. First name? Matthew. Last name? Tabit. All right. For security purposes, can you verify your address and date of birth for me? Um, yes. I just moved. I'm not sure if I... I can't remember if I gave her my new address or not. But my, uh, old address is 204 Bain Avenue, Marion, Ohio 43302. And my new address is 307 West Curtis Street, Mount Vernon, Ohio. All right. So we've got the new address. Okay, cool. Can you verify any of your date of births as well? 11/27/83. Okay. So we gotta get ph- phone number 403603052. Yes. Can I get email as matthewtabit7119@gmail.com? Correct. Thank you. All right. So what type of coverage were you want to get enrolled into? Um, so just the basic for all, all three of those, for the health, eye and dental. And then not sure if I'm able to get the, um, my prescriptions through the insurance. All right. So the, the basic medical would be the VIP Standard or the MEC TeleRx. So the difference between those two is the MEC TeleRx covers, like, wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative services which is not included in the VIP Standard. And the VIP Standard covers doctors and hospitals and prescriptions, which is not included in the MEC TeleRx plan. So both plans covers the prescriptions. With the MEC TeleRx plan, it also includes FreeRx, which is a virtual pharmacy that gives members access to over 800 generic acute and chronic medications, along with virtual urgent care appointments. Now, you can pick one or the other, or you can have both of those plans. It is up to your preference. All right. So I'll just stick with... I'll just go with the VIP Standard. Okay. So you just want the VIP Standard, the dental and the vision? Yes. Does that include health as well? Like, doctor, you said doctor's appoin- like going to see medical p- situations? Yes, sir. The VI- the VIP Standard includes doctors and hospitals, but it does not include any preventative services. Okay. Yeah, that'll work. So were you interested in the FreeRx or are you... I know you say you're missing your prescriptions. You can get FreeRx by its- by itself as well for additional \$5.99. Yeah. I could do that. All right. So with the VIP Standard, the FreeRx, the dental and the vision, it'll, your total will be \$29.94. That'll be deducted weekly. Do you authorize your employer to make those deductions? Yeah. You said 29 what? \$29.94. Okay. And that's weekly? Yes, sir. Okay. Yeah, I authorize. Hello? Yes, sir, I'm still here. Okay. Yeah. I authorize that for my employer to take it in. Mm-hmm.

And will I be getting a, a, a new insurance card through the mail? Yes, sir. 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 following Monday is when your coverage will become active. And your ID cards are sent one to two weeks from the activation date. Okay. All right. And I do want to let you know, with your VIP Standard plan, if you wanted a physical medical card once your coverage becomes active, you have to call and request it. Otherwise, it's only sent via email. Okay. There's no way I, I can just go ahead and ask for it now? No, sir. Because they have to, the carrier has to know that you're active in their system before they can actually request that ID. Oh, okay. That makes sense. Okay. Yes, sir. And then I also want to note, want to let you know, with the FreeRx, once your coverage becomes active, you have to go to the FreeRx website and claim your account. And once you do that, your ID card will show up right there on the page for FreeRx. Okay. And what's the website? It's just [www.freerx.com](http://www.freerx.com). Oh, okay. Easy enough. Yes, sir. All right. Well, was there anything else that I could help you with today, Mr. Matthew? Um, no, sir. I appreciate your help a lot. What, what was your name? Malcolm. Malcolm. Thank you very much, Malcolm. I appreciate you. No problem, Mr. Matthew. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great weekend, man. You too. God bless you. Thank you to you too. Bye-bye.

## Conversation Format

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

Speaker speaker\_1: Hi, um, my name's Matthew Tabit. Um, is there any way I can speak to a Victoria, please?

Speaker speaker\_0: So she actually isn't in at the moment. Um, if she comes in later in the day I have to take a note for her and let her know that you want to speak with her.

Speaker speaker\_1: Um, well, I'm just calling because I w- I had a call back from her to... And I got a message saying that I am eligible for the en- to enroll in the, uh, insurance. So I'm, I'm calling to get enrolled so I can get my insurance going and started for health.

Speaker speaker\_0: Oh, I can get that for you.

Speaker speaker\_1: Eyelash dentist.

Speaker speaker\_0: All right. Well, sir, which company do you work for?

Speaker speaker\_1: Serge.

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

Speaker speaker\_1: 3890.

Speaker speaker\_0: First name?

Speaker speaker\_1: Matthew.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Tabit.

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

Speaker speaker\_1: Um, yes. I just moved. I'm not sure if I... I can't remember if I gave her my new address or not. But my, uh, old address is 204 Bain Avenue, Marion, Ohio 43302. And my new address is 307 West Curtis Street, Mount Vernon, Ohio.

Speaker speaker\_0: All right. So we've got the new address.

Speaker speaker\_1: Okay, cool.

Speaker speaker\_0: Can you verify any of your date of births as well?

Speaker speaker\_1: 11/27/83.

Speaker speaker\_0: Okay. So we gotta get ph- phone number 403603052.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Can I get email as matthewtabit7119@gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Thank you. All right. So what type of coverage were you want to get enrolled into?

Speaker speaker\_1: Um, so just the basic for all, all three of those, for the health, eye and dental. And then not sure if I'm able to get the, um, my prescriptions through the insurance.

Speaker speaker\_0: All right. So the, the basic medical would be the VIP Standard or the MEC TeleRx. So the difference between those two is the MEC TeleRx covers, like, wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative services which is not included in the VIP Standard. And the VIP Standard covers doctors and hospitals and prescriptions, which is not included in the MEC TeleRx plan. So both plans covers the prescriptions. With the MEC TeleRx plan, it also includes FreeRx, which is a virtual pharmacy that gives members access to over 800 generic acute and chronic medications, along with virtual urgent care appointments. Now, you can pick one or the other, or you can have both of those plans. It is up to your preference.

Speaker speaker\_1: All right. So I'll just stick with... I'll just go with the VIP Standard.

Speaker speaker\_0: Okay. So you just want the VIP Standard, the dental and the vision?

Speaker speaker\_1: Yes. Does that include health as well? Like, doctor, you said doctor's appoin- like going to see medical p- situations?

Speaker speaker\_0: Yes, sir. The VI- the VIP Standard includes doctors and hospitals, but it does not include any preventative services.

Speaker speaker\_1: Okay. Yeah, that'll work.

Speaker speaker\_0: So were you interested in the FreeRx or are you... I know you say you're missing your prescriptions. You can get FreeRx by its- by itself as well for additional \$5.99.

Speaker speaker\_1: Yeah. I could do that.

Speaker speaker\_0: All right. So with the VIP Standard, the FreeRx, the dental and the vision, it'll, your total will be \$29.94. That'll be deducted weekly. Do you authorize your employer to make those deductions?

Speaker speaker\_1: Yeah. You said 29 what?

Speaker speaker\_0: \$29.94.

Speaker speaker\_1: Okay. And that's weekly?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay. Yeah, I authorize. Hello?

Speaker speaker\_0: Yes, sir, I'm still here.

Speaker speaker\_1: Okay. Yeah. I authorize that for my employer to take it in.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And will I be getting a, a, a new insurance card through the mail?

Speaker speaker\_0: Yes, sir. 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 following Monday is when your coverage will become active. And your ID cards are sent one to two weeks from the activation date.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. And I do want to let you know, with your VIP Standard plan, if you wanted a physical medical card once your coverage becomes active, you have to call and request it. Otherwise, it's only sent via email.

Speaker speaker\_1: Okay. There's no way I, I can just go ahead and ask for it now?

Speaker speaker\_0: No, sir. Because they have to, the carrier has to know that you're active in their system before they can actually request that ID.

Speaker speaker\_1: Oh, okay. That makes sense. Okay.

Speaker speaker\_0: Yes, sir. And then I also want to note, want to let you know, with the FreeRx, once your coverage becomes active, you have to go to the FreeRx website and claim your account. And once you do that, your ID card will show up right there on the page for FreeRx.

Speaker speaker\_1: Okay. And what's the website?

Speaker speaker\_0: It's just [www.freerx.com](http://www.freerx.com).

Speaker speaker\_1: Oh, okay. Easy enough.

Speaker speaker\_0: Yes, sir. All right. Well, was there anything else that I could help you with today, Mr. Matthew?

Speaker speaker\_1: Um, no, sir. I appreciate your help a lot. What, what was your name?

Speaker speaker\_0: Malcolm.

Speaker speaker\_1: Malcolm. Thank you very much, Malcolm. I appreciate you.

Speaker speaker\_0: No problem, Mr. Matthew. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great weekend, man.

Speaker speaker\_1: You too. God bless you.

Speaker speaker\_0: Thank you to you too.

Speaker speaker\_1: Bye-bye.