

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hey, my name is Heather. I am, um, filling out paperwork for, um, Nora Staffing Group as a new employee and- Mm-hmm. ... I, I didn't come across any information that, um, explained the difference between Stay Healthy, Elite Pro and VIP Classic. Can you help me understand the difference between those? Well, give me one moment. Sure. Let me pull up the benefits guide. You say you're filling out paperwork now, so would you be in the system? What, what's the last four of your social? 5999. I, I wouldn't be in the system. Okay. Yeah, I see. All right, so... Let's see. I, I mean I don't think I'd be in the system, I'm just now filling out the paperwork, so. Yes, ma'am. It's not showing that you're in the system. So, the difference between the three... So the M- the Stay Healthy, M-E-C, that is a preventative- Mm-hmm. ... care plan. That's good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and ... Mm-hmm. ... women. Any preventative services. That does not include doctors, hospitals or prescriptions or dental or vision. And then there's- Oh. ... VIP Classic and the Elite Pro, both of those cover doctors, hospitals and prescriptions. The only difference between the two is the Elite Pro gives you m- it covers more than the VIP Classic does. What I can do, I can send you the benefits guide if you need a mo- if you wanted to look over that? Yeah. That would be great. Okay. Give me one moment. Let me download it. Okay. What was your first name? Heather. Is that H-E-A-T-H-E-R? Correct. All right. And what's a good phone, what's a good phone number, maybe a email for you? Uh, email address is heather.ramsey, R-A-M-S-E-Y76@yahoo. Okay. Heather.Ramsey76@Yahoo.com? Correct. Mm. Okay. So I just sent that to your email. Could you verify that you received it? Sure. Perfect. I got it. It will be from an info@benefitsandthecard.com. Yep. I just got it. All right. Well is there anything- Thank you. ... else I can help you with today, Miss Heather? Uh, just one thing. So, so it looks like you get the, you can get the Stay Healthy with an Elite Pro or a VP Classic? Or... So- Yes, ma'am. You can have both. So the Elite Pro... Yeah. So do the Elite Pro and VIP Classic, they don't cover wellness? They're just, they're just other stuff? Yes, ma'am. So if you, when you open that benefits guide, you'll be able to see more detailed information, but with the Stay Healthy- Ah, okay. ... it covers things that the VIP doesn't cover. And VIP covers things that the Stay Healthy doesn't cover. ... Gotcha. So you kind of should get both. All right. Cool. I'll look at, I'll take a look. Thank you so much. No problem, Miss Heather. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week. Oh, you too. Take care. Bye-bye.

### Conversation Format

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

Speaker speaker\_1: Hey, my name is Heather. I am, um, filling out paperwork for, um, Nora Staffing Group as a new employee and-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... I, I didn't come across any information that, um, explained the difference between Stay Healthy, Elite Pro and VIP Classic. Can you help me understand the difference between those?

Speaker speaker\_0: Well, give me one moment.

Speaker speaker\_1: Sure.

Speaker speaker\_0: Let me pull up the benefits guide. You say you're filling out paperwork now, so would you be in the system? What, what's the last four of your social?

Speaker speaker\_1: 5999. I, I wouldn't be in the system.

Speaker speaker\_0: Okay. Yeah, I see. All right, so... Let's see.

Speaker speaker\_1: I, I mean I don't think I'd be in the system, I'm just now filling out the paperwork, so.

Speaker speaker\_0: Yes, ma'am. It's not showing that you're in the system. So, the difference between the three... So the M- the Stay Healthy, M-E-C, that is a preventative-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... care plan. That's good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and ...

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... women. Any preventative services. That does not include doctors, hospitals or prescriptions or dental or vision. And then there's-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... VIP Classic and the Elite Pro, both of those cover doctors, hospitals and prescriptions. The only difference between the two is the Elite Pro gives you m- it covers more than the VIP Classic does. What I can do, I can send you the benefits guide if you need a mo- if you wanted to look over that?

Speaker speaker\_1: Yeah. That would be great.

Speaker speaker\_0: Okay. Give me one moment. Let me download it. Okay. What was your first name?

Speaker speaker\_1: Heather.

Speaker speaker\_0: Is that H-E-A-T-H-E-R?

Speaker speaker\_1: Correct.

Speaker speaker\_0: All right. And what's a good phone, what's a good phone number, maybe a email for you?

Speaker speaker\_1: Uh, email address is heather.ramsey, R-A-M-S-E-Y76@yahoo.

Speaker speaker\_0: Okay. Heather.Ramsey76@Yahoo.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Mm. Okay. So I just sent that to your email. Could you verify that you received it?

Speaker speaker\_1: Sure. Perfect. I got it.

Speaker speaker\_0: It will be from an info@benefitsandthecard.com.

Speaker speaker\_1: Yep. I just got it.

Speaker speaker\_0: All right. Well is there anything-

Speaker speaker\_1: Thank you.

Speaker speaker\_0: ... else I can help you with today, Miss Heather?

Speaker speaker\_1: Uh, just one thing. So, so it looks like you get the, you can get the Stay Healthy with an Elite Pro or a VP Classic? Or... So-

Speaker speaker\_0: Yes, ma'am. You can have both.

Speaker speaker\_1: So the Elite Pro... Yeah. So do the Elite Pro and VIP Classic, they don't cover wellness? They're just, they're just other stuff?

Speaker speaker\_0: Yes, ma'am. So if you, when you open that benefits guide, you'll be able to see more detailed information, but with the Stay Healthy-

Speaker speaker\_1: Ah, okay.

Speaker speaker\_0: ... it covers things that the VIP doesn't cover. And VIP covers things that the Stay Healthy doesn't cover. ...

Speaker speaker\_1: Gotcha. So you kind of should get both. All right. Cool. I'll look at, I'll take a look. Thank you so much.

Speaker speaker\_0: No problem, Miss Heather. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker\_1: Oh, you too. Take care. Bye-bye.