

## **Transcript: Malcolm**

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### **Full Transcript**

ExtraTime Benefits in a car, this is Malcolm, how can I help you? Hey, Malcolm, my name's Craig. Um, I was in for a follow-up visit with my doctor, and they told me that, um, my insurance wouldn't be covering anything. Uh, my first question was just to try to figure out why, and then the second question was to see if you guys aren't covering anything, how much I'd have to pay out of pocket? So, just to clarify, which staffing company do you work for? Uh, Solutions Staffing. Surge, sorry. Surge Staffing. And what's the last four of your social? 7694. First name? Craig. Last name? Gilmore. Right. For security purposes, can you verify your address and date of birth for me? Sure. My address is 211 Wilson Street, Newark, Ohio. And my date of birth is October 25th, 1996. Thank you. So we got here phone number, 740-281-6484? Yes, sir. And the email is grimes2229@gmail.com? Yes, sir. Yeah. All right. So it looks like you have the MUC TeleRx plan. So that plan is good for like, wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventive, preventive care services. And it gives you access to the FreeRx, which is- Mm-hmm. ... 300 acute and chronic medications. So the plan that you have- Okay. ... doesn't just do hospitals or prescriptions, it's more so a preventive care plan. Okay. But like if I was still sick, like I had to come in and I was like, "Oh," like, you know, "I'm sick. Can you guys tell me what's wrong with me?" Would you guys cover something like that? So I wouldn't be able to tell you what's covered specifically, because again, we're not the carrier. We're just a plan administrator. That would be a question- Mm-hmm. ... you'd have to ask 90 Degree Benefits. 90 Degree Benefits will be your carrier for that coverage that you have. Okay. And then, uh, my next question is, do you know how much, um, I will be charged for this, uh, for this one? I'm so sorry again, that'd be a- that'd be a question you'll have to ask 90 Degree Benefits, because they're your carrier. Okay. Okay, no worries. Could you, uh, transfer me over there? Yes, sir. Would you like their phone number as well? Uh, no, that'll be fine. I'll, uh, look it up when I get the time. I apologize. No, you're fine. Let me transfer you over now. All right. Thank you. No problem. You have a great rest of your week. You as well. Thank you. Thank you.

### **Conversation Format**

Speaker speaker\_0: ExtraTime Benefits in a car, this is Malcolm, how can I help you?

Speaker speaker\_1: Hey, Malcolm, my name's Craig. Um, I was in for a follow-up visit with my doctor, and they told me that, um, my insurance wouldn't be covering anything. Uh, my first question was just to try to figure out why, and then the second question was to see if you guys aren't covering anything, how much I'd have to pay out of pocket?

Speaker speaker\_0: So, just to clarify, which staffing company do you work for?

Speaker speaker\_1: Uh, Solutions Staffing. Surge, sorry. Surge Staffing.

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

Speaker speaker\_1: 7694.

Speaker speaker\_0: First name?

Speaker speaker\_1: Craig.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Gilmore.

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

Speaker speaker\_1: Sure. My address is 211 Wilson Street, Newark, Ohio. And my date of birth is October 25th, 1996.

Speaker speaker\_0: Thank you. So we got here phone number, 740-281-6484?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email is grimes2229@gmail.com?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Yeah. All right. So it looks like you have the MUC TeleRx plan. So that plan is good for like, wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventive, preventive care services . And it gives you access to the FreeRx, which is-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 300 acute and chronic medications. So the plan that you have-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... doesn't just do hospitals or prescriptions, it's more so a preventive care plan.

Speaker speaker\_1: Okay. But like if I was still sick, like I had to come in and I was like, "Oh," like, you know, "I'm sick. Can you guys tell me what's wrong with me?" Would you guys cover something like that?

Speaker speaker\_0: So I wouldn't be able to tell you what's covered specifically, because again, we're not the carrier. We're just a plan administrator. That would be a question-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... you'd have to ask 90 Degree Benefits. 90 Degree Benefits will be your carrier for that coverage that you have.

Speaker speaker\_1: Okay. And then, uh, my next question is, do you know how much, um, I will be charged for this, uh, for this one?

Speaker speaker\_0: I'm so sorry again, that'd be a- that'd be a question you'll have to ask 90 Degree Benefits, because they're your carrier.

Speaker speaker\_1: Okay. Okay, no worries. Could you, uh, transfer me over there?

Speaker speaker\_0: Yes, sir. Would you like their phone number as well?

Speaker speaker\_1: Uh, no, that'll be fine. I'll, uh, look it up when I get the time. I apologize.

Speaker speaker\_0: No, you're fine. Let me transfer you over now.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: No problem. You have a great rest of your week.

Speaker speaker\_1: You as well. Thank you.

Speaker speaker\_0: Thank you.