

Transcript: Malcolm

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Full Transcript

This is ... Benefits in the car. This is Malcolm. How can I help you? Hey, man. Uh, I just started at American Staff Corps, and they told me I could get ahold of you guys and figure out my benefits. And I'm just trying to figure out if I had dental insurance or health insurance or whatever. What's the last four of your social? Uh, 0128. I'm sorry for the loud noise. I'm at work. You're fine. What's your first name? Elijah Dixon. All right. For security purposes, can you verify your address and date of birth for me? 777 Hilltop Drive, Unit 2. And then 1-11-03. All right. I need the city, state, and ZIP code as well. 74017. And the city and state? Clyde Moore, Oklahoma. Thank you. So we got your phone number, 918-820-0269. Yes, sir. I think the email is dixon899@gmail.com. Yep, that's it. Thank you. Nice. So looks like you got enrolled into the MEC TeleRX plan, and that's it, unless you want to make some changes? No, I don't know what that is. What- which one is that? That's a preventative care plan. That's good for, like, wellness checks, physicals, vaccinations, cancer screenings, Pap smears for immigrants and women, and it also gives you access to FreeRx, which gives you access to over 800 acute and chronic medications. I just, I just, I'm, I'm, I want... Is there a way I can add dental onto it? Yes, sir. So do you want, do you want to keep that plan? 'Cause you don't have to get that plan. All right. H- how much is it? Like how much am I paying? It'll be \$16.85 once this kicks in, starts deducting. Uh, how much is it to add on the dental? \$3.63. Okay. Yeah, so just add it on for me please. Okay. And does this work for my, or m- I guess, I guess I'd have to be married for it to work on my wife, wouldn't I? If you want it... So if you want it covered for you and your wife, the dental would go to \$6.99, and that other plan would go to \$21.75. Uh, well, if they're okay... Well, we'll, I'll see if they don't have Medicare or Medicaid right now. And then I'll call you back on that part. But for right now, let's just add me under the dental please. Did you hear me, sir? Yes, sir. Did you hear me? No, it cut out. I'm saying, so it is possible to see deductions at that 16.85 'cause they had already been sent in to be processed. It does take one to two weeks for the changes to happen with the dental to be added. That's- But once you see- That's okay. Okay. That's okay. So once you see the new change to the \$20.48, then you know the dental, the dental full has been added. Okay. And then they're just gonna take it out of my check? Yes, sir. Awesome. All right, man. That's all I really needed you to do is I just need you to add that on there. And then I'll set up the appointment later within two weeks. So you only, you do only have 30 days from the date you receive your first paycheck to get enrolled and in coverage. After 30 days, you wouldn't know, you have to wait until company open enrollment period where you have to have a qualifying life event such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier. Okay. All right, so I could buy... So hang on. Explain that in dumb people terms. So you only have 30 days to get enrolled or make any changes. After those 30 days, you no longer can make changes or add anything. Okay, okay. All right then. Yeah, then just add me.

That'll be fine. Okay. Well, is there anything else I can help you this evening, sir, lastly? No, that'll be it. Okay. Then just- So just expect two weeks- Yes, sir. ... before you can kick in? All right, man. Well, thank you. No problem, Mr. Dixon. If there's nothing else, thanks for calling Benefits in the Car. Hope you have a great rest of your week. You too.

Conversation Format

Speaker speaker_0: This is ... Benefits in the car. This is Malcolm. How can I help you?

Speaker speaker_1: Hey, man. Uh, I just started at American Staff Corps, and they told me I could get ahold of you guys and figure out my benefits. And I'm just trying to figure out if I had dental insurance or health insurance or whatever.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: Uh, 0128. I'm sorry for the loud noise. I'm at work.

Speaker speaker_0: You're fine. What's your first name?

Speaker speaker_1: Elijah Dixon.

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

Speaker speaker_1: 777 Hilltop Drive, Unit 2. And then 1-11-03.

Speaker speaker_0: All right. I need the city, state, and ZIP code as well.

Speaker speaker_1: 74017.

Speaker speaker_0: And the city and state?

Speaker speaker_1: Clyde Moore, Oklahoma.

Speaker speaker_0: Thank you. So we got your phone number, 918-820-0269.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: I think the email is dixon899@gmail.com.

Speaker speaker_1: Yep, that's it.

Speaker speaker_0: Thank you. Nice. So looks like you got enrolled into the MEC TeleRX plan, and that's it, unless you want to make some changes?

Speaker speaker_1: No, I don't know what that is. What- which one is that?

Speaker speaker_0: That's a preventative care plan. That's good for, like, wellness checks, physicals, vaccinations, cancer screenings, Pap smears for immigrants and women, and it also gives you access to FreeRx, which gives you access to over 800 acute and chronic medications.

Speaker speaker_1: I just, I just, I'm, I'm, I want... Is there a way I can add dental onto it?

Speaker speaker_0: Yes, sir. So do you want, do you want to keep that plan? 'Cause you don't have to get that plan.

Speaker speaker_1: All right. H- how much is it? Like how much am I paying?

Speaker speaker_0: It'll be \$16.85 once this kicks in, starts deducting.

Speaker speaker_1: Uh, how much is it to add on the dental?

Speaker speaker_0: \$3.63.

Speaker speaker_1: Okay. Yeah, so just add it on for me please.

Speaker speaker_0: Okay.

Speaker speaker_1: And does this work for my, or m- I guess, I guess I'd have to be married for it to work on my wife, wouldn't I?

Speaker speaker_0: If you want it... So if you want it covered for you and your wife, the dental would go to \$6.99, and that other plan would go to \$21.75.

Speaker speaker_1: Uh, well, if they're okay... Well, we'll, I'll see if they don't have Medicare or Medicaid right now. And then I'll call you back on that part. But for right now, let's just add me under the dental please. Did you hear me, sir?

Speaker speaker_0: Yes, sir. Did you hear me?

Speaker speaker_1: No, it cut out.

Speaker speaker_0: I'm saying, so it is possible to see deductions at that 16.85 'cause they had already been sent in to be processed. It does take one to two weeks for the changes to happen with the dental to be added.

Speaker speaker_1: That's-

Speaker speaker_0: But once you see-

Speaker speaker_1: That's okay.

Speaker speaker_0: Okay.

Speaker speaker_1: That's okay.

Speaker speaker_0: So once you see the new change to the \$20.48, then you know the dental, the dental full has been added.

Speaker speaker_1: Okay. And then they're just gonna take it out of my check?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Awesome. All right, man. That's all I really needed you to do is I just need you to add that on there. And then I'll set up the appointment later within two weeks.

Speaker speaker_0: So you only, you do only have 30 days from the date you receive your first paycheck to get enrolled and in coverage. After 30 days, you wouldn't know, you have to wait until company open enrollment period where you have to have a qualifying life event such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier.

Speaker speaker_1: Okay. All right, so I could buy... So hang on. Explain that in dumb people terms.

Speaker speaker_0: So you only have 30 days to get enrolled or make any changes. After those 30 days, you no longer can make changes or add anything.

Speaker speaker_1: Okay, okay. All right then. Yeah, then just add me. That'll be fine.

Speaker speaker_0: Okay. Well, is there anything else I can help you this evening, sir, lastly?

Speaker speaker_1: No, that'll be it.

Speaker speaker_0: Okay. Then just-

Speaker speaker_1: So just expect two weeks-

Speaker speaker_0: Yes, sir.

Speaker speaker_1: ... before you can kick in? All right, man. Well, thank you.

Speaker speaker_0: No problem, Mr. Dixon. If there's nothing else, thanks for calling Benefits in the Car. Hope you have a great rest of your week.

Speaker speaker_1: You too.