

## **Transcript: Malcolm**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi. Good morning. Um, I'm calling 'cause I wanted to, um, get insurance. What staffing company do you work for? Uh, HSS. So last four of your Social? 2320. First name? Angela Cruz. Angela. And for security purposes, can you verify your address and date of birth for me? Address and date of birth? Yes. 2933 Elm Avenue, Apartment Number Two, Las Vegas, Nevada 89101. October 7, 1987. Thank you. So yeah, your phone number is 444-8249. Correct. And your email is angelacruz399.ac.ac@gmail.com? Correct. All right. What type of coverage were you wanting to get enrolled into? Um, I don't have the book, um, with, uh, the plans. Um, I did had one where I, um, it was I think a limit of four visits. I wouldn't know which plan you're referring to specifically. Is it a medical plan? Yeah. It was medical, den-... Yeah, it was medical. Um... Are you referring to the VIP Standard Plan? I would like to go higher. So the only d-... VIP Standard is the only plan that they have, that they offer you for medical. Mm-hmm. Unless you're referring to the MEC Enhanced which com- combines the preventative care with the medical care. Um, okay. And that is, um... Can you explain that to me again? I'm sorry. That one will be \$42. So that one will be \$42.61 with the MEC Enhanced. It combines the VIP Standard with the MEC TeleRx which... So the TeleRx covers preventative care, the VIP Standard covers doctors, hospitals and prescriptions. So the MEC Enhanced combines both of those plans together. I'll take that one. All right. What else were you interested in? That doesn't, doesn't include the dental, vision or anything else. Uh, just the medical. You just want medical and that's it? Yes. All right. Then your total will be \$42.61. That'll be deducted weekly. Do you opt to bring your employer in to make these deductions? Yes. Thank you. All right. 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 when your coverage will become active. Your ID cards are sent one to two weeks from that activation date. Okay. Sounds good. All right. Was there anything else I can help you with today, Miss Angela? No, that's it. Thank you very much. Sure enough, no problem. Thanks for calling Benefits in the Car. I hope you have a great day. You as well. Thank you. See you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_2: Hi. Good morning. Um, I'm calling 'cause I wanted to, um, get insurance.

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_2: Uh, HSS.

Speaker speaker\_1: So last four of your Social?

Speaker speaker\_2: 2320.

Speaker speaker\_1: First name?

Speaker speaker\_2: Angela Cruz. Angela.

Speaker speaker\_1: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Address and date of birth?

Speaker speaker\_1: Yes.

Speaker speaker\_2: 2933 Elm Avenue, Apartment Number Two, Las Vegas, Nevada 89101. October 7, 1987.

Speaker speaker\_1: Thank you. So yeah, your phone number is 444-8249.

Speaker speaker\_2: Correct.

Speaker speaker\_1: And your email is angelacruz399.ac.ac@gmail.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: All right. What type of coverage were you wanting to get enrolled into?

Speaker speaker\_2: Um, I don't have the book, um, with, uh, the plans. Um, I did had one where I, um, it was I think a limit of four visits.

Speaker speaker\_1: I wouldn't know which plan you're referring to specifically. Is it a medical plan?

Speaker speaker\_2: Yeah. It was medical, den-... Yeah, it was medical. Um...

Speaker speaker\_1: Are you referring to the VIP Standard Plan?

Speaker speaker\_2: I would like to go higher.

Speaker speaker\_1: So the only d-... VIP Standard is the only plan that they have, that they offer you for medical.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Unless you're referring to the MEC Enhanced which com- combines the preventative care with the medical care.

Speaker speaker\_2: Um, okay. And that is, um... Can you explain that to me again? I'm sorry.

Speaker speaker\_1: That one will be \$42. So that one will be \$42.61 with the MEC Enhanced. It combines the VIP Standard with the MEC TeleRx which... So the TeleRx covers preventative care, the VIP Standard covers doctors, hospitals and prescriptions. So the MEC Enhanced combines both of those plans together.

Speaker speaker\_2: I'll take that one.

Speaker speaker\_1: All right. What else were you interested in? That doesn't, doesn't include the dental, vision or anything else.

Speaker speaker\_2: Uh, just the medical.

Speaker speaker\_1: You just want medical and that's it?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. Then your total will be \$42.61. That'll be deducted weekly. Do you opt to bring your employer in to make these deductions?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Thank you. All right. 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 when your coverage will become active. Your ID cards are sent one to two weeks from that activation date.

Speaker speaker\_2: Okay. Sounds good.

Speaker speaker\_1: All right. Was there anything else I can help you with today, Miss Angela?

Speaker speaker\_2: No, that's it. Thank you very much.

Speaker speaker\_1: Sure enough, no problem. Thanks for calling Benefits in the Car. I hope you have a great day.

Speaker speaker\_2: You as well. Thank you.

Speaker speaker\_1: See you.