

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Hi, Malcolm. My name's Kevin Henderson, and I'd like to enroll. Um, our enrollment period ends today, so I just wanna, um, get everything taken care of. What staffing company do you work for? Oxford Global Recruiting. What's the last four of your Social? 7415. Last name? Last name. Henderson. Okay. For security purposes, can you verify your address and date of birth for me? Address is 23105 Lynn Street, Clinton Township, Michigan 48035. Date of birth is August 31, 1989. I can see we got your phone number, 586-646-0926. Correct. And your email is kevin.henderson89@gmail.com? Yes. Okay. And what, what type of coverage were you wanting to get enrolled into? Um, so I, I did have a question. Um, the Stay Healthy Insure Plus, are they meant to, like, be done together? So, you can get them together. So, they're not meant to be together, but you can have both. So the Insure Plus covers doctors, hospitals, and prescriptions, and the M.E.C., TeleRx covers preventive care, like wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative services. Okay. So, um, if I wanted to, um, do the Stay Healthy M- TeleRx and the Insure Plus for me and my spouse, how much would that be? So do you want the Plus Basic or the Plus Enhanced? Um, I would... Looking at the, the difference, it's probably just the Plus Basic. Okay. So with the B- with the Basic and, uh, the TeleRx for you and the spouse, it'd be \$48.35 a week. Okay. Um... And then, let's see. Um... All right, let's go with that. Nice. So do you authorize the employer to make these deductions? I do. Thank you. So you're aware that this coverage won't become active until January fir- uh, 6th? Correct. Yes, January 6th. All right. So I do need your spouse's first name, last name, Social Security, and date of birth. Oh, crap, her Soc. Oh my gosh. I'll just... Um, her, her first name is Rebekah, R-E-B-E-K-A-H. Last name Henderson. Date of birth is 12/12/91. Um, give me one sec. Um, uh, that Social Security... Sorry, I don't remember my wife's social off the top of my head. That's okay. You're fine, sir. All right. Give me one minute. Um, I'm gonna put you on mute for just a sec while I, uh, get that. Okay? That's fine. Yes, sir. That's fine. All right. Thank you. Thank you. All right. Are you there? Yes, sir. All right. You ready for the Soc? Yes, sir. All right. 383- Mm-hmm. ...13-5855. You said 383-13-5855? That is correct. And you said Rebekah is spelled R-E-B-E-K-A-H? Yes. The biblical way. Okay. I got it in the system, Mr. Henderson. Was there anything else I could help you with today? Um, no, that is it. Okay. So I do wanna let you know with the Insure Plus basic, you know, with that medical card, typically it's only sent via email. If you wanted a physical copy, you would have to call and request it once your coverage becomes active. Okay. Thank you for that heads up. No problem, Mr. Henderson. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week. All right. Thanks. You too. Have a good one. Thank you. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker_2: Hi, Malcolm. My name's Kevin Henderson, and I'd like to enroll. Um, our enrollment period ends today, so I just wanna, um, get everything taken care of.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Oxford Global Recruiting.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 7415.

Speaker speaker_1: Last name? Last name.

Speaker speaker_2: Henderson.

Speaker speaker_1: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Address is 23105 Lynn Street, Clinton Township, Michigan 48035. Date of birth is August 31, 1989.

Speaker speaker_1: I can see we got your phone number, 586-646-0926.

Speaker speaker_2: Correct.

Speaker speaker_1: And your email is kevin.henderson89@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And what, what type of coverage were you wanting to get enrolled into?

Speaker speaker_2: Um, so I, I did have a question. Um, the Stay Healthy Insure Plus, are they meant to, like, be done together?

Speaker speaker_1: So, you can get them together. So, they're not meant to be together, but you can have both. So the Insure Plus covers doctors, hospitals, and prescriptions, and the M.E.C., TeleRx covers preventive care, like wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative services.

Speaker speaker_2: Okay. So, um, if I wanted to, um, do the Stay Healthy M- TeleRx and the Insure Plus for me and my spouse, how much would that be?

Speaker speaker_1: So do you want the Plus Basic or the Plus Enhanced?

Speaker speaker_2: Um, I would... Looking at the, the difference, it's probably just the Plus Basic.

Speaker speaker_1: Okay. So with the B- with the Basic and, uh, the TeleRx for you and the spouse, it'd be \$48.35 a week.

Speaker speaker_2: Okay. Um... And then, let's see. Um... All right, let's go with that.

Speaker speaker_1: Nice. So do you authorize the employer to make these deductions?

Speaker speaker_2: I do.

Speaker speaker_1: Thank you. So you're aware that this coverage won't become active until January fir- uh, 6th?

Speaker speaker_2: Correct. Yes, January 6th.

Speaker speaker_1: All right. So I do need your spouse's first name, last name, Social Security, and date of birth.

Speaker speaker_2: Oh, crap, her Soc. Oh my gosh. I'll just... Um, her, her first name is Rebekah, R-E-B-E-K-A-H. Last name Henderson. Date of birth is 12/12/'91. Um, give me one sec. Um, uh, that Social Security... Sorry, I don't remember my wife's social off the top of my head.

Speaker speaker_1: That's okay. You're fine, sir.

Speaker speaker_2: All right. Give me one minute. Um, I'm gonna put you on mute for just a sec while I, uh, get that. Okay?

Speaker speaker_1: That's fine. Yes, sir. That's fine.

Speaker speaker_2: All right. Thank you. Thank you. All right. Are you there?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right. You ready for the Soc?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right. 383-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ...13-5855.

Speaker speaker_1: You said 383-13-5855?

Speaker speaker_2: That is correct.

Speaker speaker_1: And you said Rebekah is spelled R-E-B-E-K-A-H?

Speaker speaker_2: Yes. The biblical way.

Speaker speaker_1: Okay. I got it in the system, Mr. Henderson. Was there anything else I could help you with today?

Speaker speaker_2: Um, no, that is it.

Speaker speaker_1: Okay. So I do wanna let you know with the Insure Plus basic, you know, with that medical card, typically it's only sent via email. If you wanted a physical copy, you would have to call and request it once your coverage becomes active.

Speaker speaker_2: Okay. Thank you for that heads up.

Speaker speaker_1: No problem, Mr. Henderson. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_2: All right. Thanks. You too. Have a good one.

Speaker speaker_1: Thank you.

Speaker speaker_2: Bye.