

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, is this Mr. Adams? Yes, sir. Mr. Adams, this is Malcolm with Benefits in the Card. I'm calling in regards to your enrollment form with Hamilton Riker Group. Who? Hamilton Riker Group? Mm-hmm. Yeah. So, it looks like you left your form blank and we're just calling to verify if you wanted to get enrolled into the coverage or not? Uh, what was that, health coverage? Yes, sir, health insurance offer from Hamilton Riker. Oh, I didn't know w- what to put. So were you interested in getting enrolled or you just didn't... you just didn't, you just wanted to sign... just enroll, like roll, sign up potentially? Uh, uh, uh, I didn't know w- what to put though. Say that again, sir? I didn't know what to put. So did you want to get enrolled into the health insurance or are you saying you didn't know what each option was? Uh, the health insurance, does it like, uh, like dental and vision and all that stuff and...? Yes, sir. Okay. Yeah, that'd be fine. So you do want to get enrolled into it? Yeah, that'd be fine. So you just want that. So they offer you medical, free Rx, virtual care, dental, short-term disability, life insurance, vision, critical illness, group accident, preventative care, behavior health, and the IDA extras. Yeah. So what plans were you interested in, sir? Uh, I guess, uh, health insurance, vision and dental. Okay. So for medical, they offer you four different plans. They offer you the VIP Standard and the VIP Classic. Both of these plans cover doctors, hospitals and prescriptions. The only difference between the two is with the Classic it offers more in the hospit- hospital, hospital benefits section. And then the other two options is the MEC TeleRx, which is a preventative care plan, which isn't included in the VIP plans. It'll be good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. And it also includes free Rx, which gives you access to over 800 acute and chronic medications. And then you have the MEC Enhanced, which combines the ME- the preventative care with the VIP plan. How much will that be? The last one I just named? Yeah. It'll be \$42.68 a week. That ain't bad. Uh, yeah, I'll go with the last one you said. You want the MEC Enhanced? Yeah. All right. So the MEC Enhanced one does not include the free Rx. Did you want to get the free Rx too, or did you just want the MEC Enhanced? Um, you can include that too. The free Rx, the promised, uh...? Yeah. Okay. So with all the plans selected, your total is going to be \$54.04 to have it deducted weekly. Mm-hmm. Do you authorize your employer to make these deductions? Yes. Yeah. All right. So just so you know, the enrollment process does take one to two weeks. Okay. Once we see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards are sent one to two weeks from the activation date. Okay. All right. Well, that's all I needed from you, Mr. Adams. Was there anything else I could help you with today? No. Thank you. No problem. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Hey, is this Mr. Adams?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Mr. Adams, this is Malcolm with Benefits in the Card. I'm calling in regards to your enrollment form with Hamilton Riker Group.

Speaker speaker_2: Who?

Speaker speaker_1: Hamilton Riker Group?

Speaker speaker_2: Mm-hmm. Yeah.

Speaker speaker_1: So, it looks like you left your form blank and we're just calling to verify if you wanted to get enrolled into the coverage or not?

Speaker speaker_2: Uh, what was that, health coverage?

Speaker speaker_1: Yes, sir, health insurance offer from Hamilton Riker.

Speaker speaker_2: Oh, I didn't know w- what to put.

Speaker speaker_1: So were you interested in getting enrolled or you just didn't... you just didn't, you just wanted to sign... just enroll, like roll, sign up potentially?

Speaker speaker_2: Uh, uh, uh, I didn't know w- what to put though.

Speaker speaker_1: Say that again, sir?

Speaker speaker_2: I didn't know what to put.

Speaker speaker_1: So did you want to get enrolled into the health insurance or are you saying you didn't know what each option was?

Speaker speaker_2: Uh, the health insurance, does it like, uh, like dental and vision and all that stuff and...?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. Yeah, that'd be fine.

Speaker speaker_1: So you do want to get enrolled into it?

Speaker speaker_2: Yeah, that'd be fine.

Speaker speaker_1: So you just want that. So they offer you medical, free Rx, virtual care, dental, short-term disability, life insurance, vision, critical illness, group accident, preventative care, behavior health, and the IDA extras.

Speaker speaker_2: Yeah.

Speaker speaker_1: So what plans were you interested in, sir?

Speaker speaker_2: Uh, I guess, uh, health insurance, vision and dental.

Speaker speaker_1: Okay. So for medical, they offer you four different plans. They offer you the VIP Standard and the VIP Classic. Both of these plans cover doctors, hospitals and prescriptions. The only difference between the two is with the Classic it offers more in the hospit- hospitably, hospital benefits section. And then the other two options is the MEC TeleRx, which is a preventative care plan, which isn't included in the VIP plans. It'll be good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. And it also includes free Rx, which gives you access to over 800 acute and chronic medications. And then you have the MEC Enhanced, which combines the ME- the preventative care with the VIP plan.

Speaker speaker_2: How much will that be?

Speaker speaker_1: The last one I just named?

Speaker speaker_2: Yeah.

Speaker speaker_1: It'll be \$42.68 a week.

Speaker speaker_2: That ain't bad. Uh, yeah, I'll go with the last one you said.

Speaker speaker_1: You want the MEC Enhanced?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. So the MEC Enhanced one does not include the free Rx. Did you want to get the free Rx too, or did you just want the MEC Enhanced?

Speaker speaker_2: Um, you can include that too.

Speaker speaker_1: The free Rx, the promised, uh...?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So with all the plans selected, your total is going to be \$54.04 to have it deducted weekly.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Do you authorize your employer to make these deductions?

Speaker speaker_2: Yes. Yeah.

Speaker speaker_1: All right. So just so you know, the enrollment process does take one to two weeks.

Speaker speaker_2: Okay.

Speaker speaker_1: Once we see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards are sent one to two weeks from the activation date.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Well, that's all I needed from you, Mr. Adams. Was there anything else I could help you with today?

Speaker speaker_2: No. Thank you.

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

Speaker speaker_2: You too.

Speaker speaker_1: Thank you.