

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Yeah, I'm just trying to complete my registration. What staffing company do you work for? Uh, I work for WSI, but I work for Iceberg. WSI. Sturgis, Michigan. WorksSmart Incorporated? Uh, no, it's, uh, Workforce Staffing. Workforce Strategies? Yeah. And what's the last four of your social? 3914. You said 3914? Yes, sir. First name? Nathan. Last name? Caudle. All right. For security purposes, uh, actually it doesn't look like you have an address or anything on here. Uh- Yeah. ... can you verify with your full social? Uh, 314-90-3914. All right, so what's your address? Uh, 111 South, South Jefferson Street, Apartment 4, Sturgis Mis- 4909. You've got Apartment 4. Yes, sir. And what was the city? Sturgis, Michigan, 49 on a- Thank you for that. Uh, S-T-U-R-G-I-S. You said S-T-U-R-E-I-S? S-T-U-R-G-I-S. Okay, and then there's a code? 49091. Date of birth? 7/21/79. Any phone number? Uh, 269-221-3587. And email? Uh, NathanLeeCaudle1979@gmail.com. You said Nathan Caudille... NathanLeeCaudle1979@gmail.com. You say Nate- Nathan A. Caudille? NathanLeeCaudle1979@gmail.com. Thank you. And what, you want to decline the coverage? Yeah. Yeah, I'm here. I, yeah, that decline for you, sir. Was there anything else I can help you with today, Mr. Nathan? You said it was declined? Yes, sir. Why was it declined? You say... I just asked you if you wanted to decline the coverage. You say "yes." No, I want coverage. That's why I'm calling. Oh, okay. What type of coverage were you wanting to get enrolled into? Um, I'm not sure. I just, I don't know what they had to offer. So they offer you medical, dental, short-term disability, life insurance, vision, critical illness, group accident, preventative care and the behavior health. I just want something where I can get my med- er, my, my medicine covered. That's all I want. Okay, so, so they offer you the MEC TeleRx Plan, which gives you access to FreeRx, which is a virtual pharmacy that gives you access generic and expert chronic medications, along with access- What is that? ... to virtual urgent care appointments. Go ahead. What is that? What is that number? That will be \$19.57. But that does not include dental or vision or doctors or hospitals. Okay. Well, which, which one covers doctors? So you have the VIP Sp- Classic, which is \$19.98, and then you have the Elite Standard, which is \$27.43. I'll take the VIP then. All right. So you want it... Go ahead. How soon... How soon will I be covered by that? Say that again, sir? How soon will I be covered by this insurance? So the enrollment process takes one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that following- Not going to be long. ... Monday when your coverage will become active. And after that, that's, and it takes one to two weeks for the ID card to get to you from that activation date. I'm just gonna step out here. Yeah, that's fine. I just want the VIP. I don't want the other one, though. So is there anything else that you want or you just want the VIP Standard and that, I mean, the Classic and that's it? That covers insurance or that covers me- uh, meds and the doctors, right? That

covers doctors, hospitals and prescriptions, yes, sir. That's all I want then. So your total's going to be \$19.98. That'll be deducted weekly. Do you authorize your employer to make these deductions? Yes. It'll take one to two weeks. Once you see that first deduction from your paycheck on Monday, that following Monday, your coverage will become active. Your ID card will be sent one to two weeks from that activation date. Will that be sent to my employer? What would be? Your ID card? Yeah. Or it come to my address? It'll be sent to your... It'll come to your address. So with, with the medical card, you have to call and request it to be sent once your coverage becomes active. Otherwise, it's only sent via email. Okay. All right. I appreciate it, man. No problem, Mr. Nathan. Was there anything else I can help you with today? No, sir. All right. If there's nothing else- Thank you. ... thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too, bud. Thank you.

## Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_1: Yeah, I'm just trying to complete my registration.

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: Uh, I work for WSI, but I work for Iceberg.

Speaker speaker\_0: WSI.

Speaker speaker\_1: Sturgis, Michigan.

Speaker speaker\_0: WorksSmart Incorporated?

Speaker speaker\_1: Uh, no, it's, uh, Workforce Staffing.

Speaker speaker\_0: Workforce Strategies?

Speaker speaker\_1: Yeah.

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

Speaker speaker\_1: 3914.

Speaker speaker\_0: You said 3914?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: First name?

Speaker speaker\_1: Nathan.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Caudle.

Speaker speaker\_0: All right. For security purposes, uh, actually it doesn't look like you have an address or anything on here. Uh-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... can you verify with your full social?

Speaker speaker\_1: Uh, 314-90-3914.

Speaker speaker\_0: All right, so what's your address?

Speaker speaker\_1: Uh, 111 South, South Jefferson Street, Apartment 4, Sturgis Mis- 4909.

Speaker speaker\_0: You've got Apartment 4.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And what was the city?

Speaker speaker\_1: Sturgis, Michigan, 49 on a-

Speaker speaker\_0: Thank you for that.

Speaker speaker\_1: Uh, S-T-U-R-G-I-S.

Speaker speaker\_0: You said S-T-U-R-E-I-S?

Speaker speaker\_1: S-T-U-R-G-I-S.

Speaker speaker\_0: Okay, and then there's a code?

Speaker speaker\_1: 49091.

Speaker speaker\_0: Date of birth?

Speaker speaker\_1: 7/21/79.

Speaker speaker\_0: Any phone number?

Speaker speaker\_1: Uh, 269-221-3587.

Speaker speaker\_0: And email?

Speaker speaker\_1: Uh, NathanLeeCaudle1979@gmail.com.

Speaker speaker\_0: You said Nathan Caudille...

Speaker speaker\_1: NathanLeeCaudle1979@gmail.com.

Speaker speaker\_0: You say Nate- Nathan A. Caudille?

Speaker speaker\_1: NathanLeeCaudle1979@gmail.com.

Speaker speaker\_0: Thank you. And what, you want to decline the coverage?

Speaker speaker\_1: Yeah. Yeah, I'm here.

Speaker speaker\_0: I, yeah, that decline for you, sir. Was there anything else I can help you with today, Mr. Nathan?

Speaker speaker\_1: You said it was declined?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Why was it declined?

Speaker speaker\_0: You say... I just asked you if you wanted to decline the coverage. You say "yes."

Speaker speaker\_1: No, I want coverage. That's why I'm calling.

Speaker speaker\_0: Oh, okay. What type of coverage were you wanting to get enrolled into?

Speaker speaker\_1: Um, I'm not sure. I just, I don't know what they had to offer.

Speaker speaker\_0: So they offer you medical, dental, short-term disability, life insurance, vision, critical illness, group accident, preventative care and the behavior health.

Speaker speaker\_1: I just want something where I can get my med- er, my, my medicine covered. That's all I want.

Speaker speaker\_0: Okay, so, so they offer you the MEC TeleRx Plan, which gives you access to FreeRx, which is a virtual pharmacy that gives you access generic and expert chronic medications, along with access-

Speaker speaker\_1: What is that?

Speaker speaker\_0: ... to virtual urgent care appointments. Go ahead.

Speaker speaker\_1: What is that? What is that number?

Speaker speaker\_0: That will be \$19.57. But that does not include dental or vision or doctors or hospitals.

Speaker speaker\_1: Okay. Well, which, which one covers doctors?

Speaker speaker\_0: So you have the VIP Sp- Classic, which is \$19.98, and then you have the Elite Standard, which is \$27.43.

Speaker speaker\_1: I'll take the VIP then.

Speaker speaker\_0: All right. So you want it... Go ahead.

Speaker speaker\_1: How soon... How soon will I be covered by that?

Speaker speaker\_0: Say that again, sir?

Speaker speaker\_1: How soon will I be covered by this insurance?

Speaker speaker\_0: So the enrollment process takes one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that following-

Speaker speaker\_1: Not going to be long.

Speaker speaker\_0: ... Monday when your coverage will become active. And after that, that's, and it takes one to two weeks for the ID card to get to you from that activation date.

Speaker speaker\_1: I'm just gonna step out here. Yeah, that's fine. I just want the VIP. I don't want the other one, though.

Speaker speaker\_0: So is there anything else that you want or you just want the VIP Standard and that, I mean, the Classic and that's it?

Speaker speaker\_1: That covers insurance or that covers me- uh, meds and the doctors, right?

Speaker speaker\_0: That covers doctors, hospitals and prescriptions, yes, sir.

Speaker speaker\_1: That's all I want then.

Speaker speaker\_0: So your total's going to be \$19.98. That'll be deducted weekly. Do you authorize your employer to make these deductions?

Speaker speaker\_1: Yes.

Speaker speaker\_0: It'll take one to two weeks. Once you see that first deduction from your paycheck on Monday, that following Monday, your coverage will become active. Your ID card will be sent one to two weeks from that activation date.

Speaker speaker\_1: Will that be sent to my employer?

Speaker speaker\_0: What would be? Your ID card?

Speaker speaker\_1: Yeah. Or it come to my address?

Speaker speaker\_0: It'll be sent to your... It'll come to your address. So with, with the medical card, you have to call and request it to be sent once your coverage becomes active. Otherwise, it's only sent via email.

Speaker speaker\_1: Okay. All right. I appreciate it, man.

Speaker speaker\_0: No problem, Mr. Nathan. Was there anything else I can help you with today?

Speaker speaker\_1: No, sir.

Speaker speaker\_0: All right. If there's nothing else-

Speaker speaker\_1: Thank you.

Speaker speaker\_0: ... thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker\_1: You too, bud.

Speaker speaker\_0: Thank you.