

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is ... and how can I help you? Yes, I was trying to, um, see what all benefits I have with, um- Is that ... work for? It's MAU. What's the last four of your social? 4637. You said 4637? Yes. First name? Belinda. You saying Melinda or Belinda? Belinda. Belinda with a B. Last name? Pac. For security purposes, can you verify your address and date of birth for me? 11/5/73. Uh, address is 738 Mason Road Southeast Adairsville, Georgia 30103. Thank you. So yeah, your phone number's 324-5994? Yes. That's correct. Okay. Your email is belinda_30701@yahoo.com? Yes. Correct. Thank you. All right. So it looks like you have the dental, the vision, and the MEC Enhanced. Um, dental, vision, and what was that last one? The MEC Enhanced, which is, uh, it combines the preventative care with the doctor, uh, the doctor's hospital and prescriptions. Um, okay. Is, is that a good thing? I, I guess. I don't know. So I wouldn't be able to make any recommendations, but what it basically combines the preventative coverage, which isn't included in Insure Plus plans with the Insure Plus plan, which isn't, isn't included in the preventative care. So it's basically you combine both the preventative care and the doctors into one plan. Okay. So is there, um, do I have any, uh, uh, mental health coverage? So they, they offer behavior health, but you didn't get enrolled into that coverage. I can't get enrolled in that one? Uh, you didn't get enrolled into it at this instant. You would have to wait until a company opened enrollment period. 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 in order them add anything to your coverage. Oh, I, I just went through a divorce. That's the reason. So do you... Have you actually, has it actually been in, is it in a process, or it actually has been finalized? Um, it was finalized in January. Um, uh, so you, you only have 30 days within the timeframe of it happening and it reported as a QLE. Got you. Um, all right. So the plan that I've got now, I don't have any kind of, um, behavioral help or anything like that? No, ma'am. Um, do I have to wait 'til when? You have to have a qualifying life event, or you have to wait until the company open enrollment period, which for MAU, if you can give me one minute, one moment, I can figure out what date it has. Okay. Right, so last year, it was from December 23rd into January 31st of this year. They haven't given us an updated open enrollment date. So until they do, that would be considered the same open enrollment time. It would be... Okay. So the end of this year. Yes, ma'am. Okay. Yeah. Okay. Thank you. Is there anything else I can help you with today, Ms. Pac? Nope. That's it. All right. Then if there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your day. Thank you. You too. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is ... and how can I help you?

Speaker speaker_1: Yes, I was trying to, um, see what all benefits I have with, um-

Speaker speaker_0: Is that ... work for?

Speaker speaker_1: It's MAU.

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

Speaker speaker_1: 4637.

Speaker speaker_0: You said 4637?

Speaker speaker_1: Yes.

Speaker speaker_0: First name?

Speaker speaker_1: Belinda.

Speaker speaker_0: You saying Melinda or Belinda?

Speaker speaker_1: Belinda. Belinda with a B.

Speaker speaker_0: Last name?

Speaker speaker_1: Pac.

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

Speaker speaker_1: 11/5/73. Uh, address is 738 Mason Road Southeast Adairsville, Georgia 30103.

Speaker speaker_0: Thank you. So yeah, your phone number's 324-5994?

Speaker speaker_1: Yes. That's correct.

Speaker speaker_0: Okay. Your email is belinda_30701@yahoo.com?

Speaker speaker_1: Yes. Correct.

Speaker speaker_0: Thank you. All right. So it looks like you have the dental, the vision, and the MEC Enhanced.

Speaker speaker_1: Um, dental, vision, and what was that last one?

Speaker speaker_0: The MEC Enhanced, which is, uh, it combines the preventative care with the doctor, uh, the doctor's hospital and prescriptions.

Speaker speaker_1: Um, okay. Is, is that a good thing? I, I guess. I don't know.

Speaker speaker_0: So I wouldn't be able to make any recommendations, but what it basically combines the preventative coverage, which isn't included in Insure Plus plans with the Insure Plus plan, which isn't, isn't included in the preventative care. So it's basically you

combine both the preventative care and the doctors into one plan.

Speaker speaker_1: Okay. So is there, um, do I have any, uh, uh, mental health coverage?

Speaker speaker_0: So they, they offer behavior health, but you didn't get enrolled into that coverage.

Speaker speaker_1: I can't get enrolled in that one?

Speaker speaker_0: Uh, you didn't get enrolled into it at this instant. You would have to wait until a company opened enrollment period. 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 in order them add anything to your coverage.

Speaker speaker_1: Oh, I, I just went through a divorce. That's the reason.

Speaker speaker_0: So do you... Have you actually, has it actually been in, is it in a process, or it actually has been finalized?

Speaker speaker_1: Um, it was finalized in January.

Speaker speaker_0: Um, uh, so you, you only have 30 days within the timeframe of it happening and it reported as a QLE.

Speaker speaker_1: Got you. Um, all right. So the plan that I've got now, I don't have any kind of, um, behavioral help or anything like that?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: Um, do I have to wait 'til when?

Speaker speaker_0: You have to have a qualifying life event, or you have to wait until the company open enrollment period, which for MAU, if you can give me one minute, one moment, I can figure out what date it has.

Speaker speaker_1: Okay.

Speaker speaker_0: Right, so last year, it was from December 23rd into January 31st of this year. They haven't given us an updated open enrollment date. So until they do, that would be considered the same open enrollment time. It would be...

Speaker speaker_1: Okay. So the end of this year.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Is there anything else I can help you with today, Ms. Pac?

Speaker speaker_1: Nope. That's it.

Speaker speaker_0: All right. Then if there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your day.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Thank you.