

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hello. I just got an email from you guys, um, saying to give y'all a call about my, um, process of my enrollment, um, information. It says it's missing for an ordering system clarification. What staffing company do you work for? It's the... I work for BJSS. What's the last four of your social? 6625. First name? Ashkene. Last name? Ford. For security purposes, can you verify your address and date of birth for me? My birthday is May the 24th, 2000. Um, my address is 2370 Lancaster Drive, Apartment 1, Richmond, California. And the zip code is 9... Oh, okay. Let's see. So, it looks like you selected you're one of the plan, but also selected to not be enrolled. So we're just calling to verify if you wanted to get enrolled into the coverage or not. Yeah. I wanted to get enrolled with the coverage, um, healthcare, yeah. So there's no phone number on file. Would you like to add a phone number? Yes. It is 510- Mm-hmm. ... 872- Mm-hmm. ... 2097. Just to confirm, you said 510-872-2097? Correct. Thank you. All right. So what type of coverage were you wanting to get enrolled into? Um, so I want the, um, healthcare one, which is, um, the VIP Classic. Mm-hmm. Um, I want dental. Mm-hmm. I want vision. Mm-hmm. And then I wanted the medicine one. The MEC TeleRx? Yeah. That's the one for medicine, correct? So there's one... They... You had a FreeRx by itself, or you have the MEC TeleRx that comes with the FreeRx. The MEC TeleRx gives you preventative services with the FreeRx, or you can get the FreeRx by itself for \$5.99. So I'm not sure which one you're referring to. Um, so do the VIP... Do I have to pay for my, uh, medicine or no? Um, I'm not sure which w- how much is covered with the VIP Classic. So the, the FreeRx, that gives you access to over 800 generic acute and chronic medications, along with virtual urgent care appointments. So, not just for urgent care? Just virtual urgent. So, okay, so the VIP Classic Plan, that covers doctors, hospitals and prescriptions. I don't know what to extent it does cover with the prescriptions, but I know prescriptions are covered in it. Mm-hmm. And then the MEC TeleRx, that's good for like wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services, which is not included in the VIP plan. And then it gives you access to FreeRx as well, which is a virtual pharmacy that gives you access to over 800 generic acute and chronic medications, along with virtual urgent care visits. So could I do the one that covers the past... I have... Can you get... Can you add that one as well, who cover Pap smears and stuff like that? So you want the preventative... You want the MEC TeleRx and the VIP? Yeah. And additional dis- Because I need... I need... Yeah, I need something to cover my Pap smears. All right. So with those four plans selected, was there anything else that you were in... you were interested in? Um, well, right now... You have the vision, right? Yes, ma'am, I have the medical, dental, vision and the preventative care with the FreeRx. All right. That's it. All right. So with those four plans- Wait, what else do you have? So outside of those plans, they- What's the other one?

So outside of those plans, they offer you virtual primary care, short-term disability, life insurance, critical illness, group accident, behavior health and an ID agent. Behavioral health. And then a critical accident. You mean the, the group accident or the critical illness? A crit... What's the, um, illness one, what's that one for? Let's say you develop cancer or one of those type of illnesses and you need a support and they take you out of work, they'll help with that. Okay. Can I always re-enroll in that or no? That's like a one-time thing? So you have 30 days from the date you receive your first paycheck to get enrolled. After those 30 days, you'd have to wait until a company open enrollment period, or 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 to get enrolled in coverage. But you're always able to drop coverage at any time. Then, um, I'll do the illness one too. And that's it. All right. So you... Just to confirm, you want the VIP Classic, the dental, vision, critical illness, MEC TeleRx and the behavioral health? Yeah. Your total is going to be \$43.28. That'll be deducted weekly. Do you authorize your employer to, again, to make these deductions? Mm-hmm. 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's following Mondays when your coverage will become active. The ID cards are sent one to two weeks from the activation date. All right, thank you. So, I do need to get a... I need a bene- I do need a beneficiary for your critical illness. I'll just need a first name, a last name, and their relationship to you. Angel Pierson. And that's my first name. Is that A-N-G-E-L? Yeah, it's like how you spell angel. And then, um- Then what's the last name? ... Pierson. Yeah. Thank you for that. Pierson is P-I-E-R, then son. Yeah. All right. So, I do want to let you know with your medical, with the VIP, if you wanted a physical copy of your medical card, you have to call in and request it once the coverage becomes active. Otherwise, it's only sent via email. Okay. Is there anything else I can help you with today, Ms. Ford? Well, no, that's it. All right. Just to confirm for your, for your ID cards, your first name is A-L-F-H-A-N-A-Y? Mm-hmm. And then your last name is Y-V-E-T-T-E, hyphenation, Ford? H- H- No, there's no... It's Ford, it's just Ford. It's just Ford? Yeah, there's no Y or anything, no. So that's not... And, and your middle name is Alexandria? Yes, Alexandria Yvette Ford. Okay, so Yvette's the middle name? That's probably the middle name? Yeah. How do you spell that again? 'Cause I... How do you spell that? I had to take it off. So, Yvette is Y... E... Oh, hold on, I'm sorry, I'm sorry. It's Y-V-E-T-T-E. Yes. And then Alexandria, that is A-L-E-X-S-A-N-D-R-A? Mm-hmm, it's Alexandria, yeah. All right. Well, is there anything else I can help you with today, Ms. Ford? That's it. Well, if nothing else, thanks for calling Benefits into Card. I hope you have a great rest of your week. You too. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hello. I just got an email from you guys, um, saying to give y'all a call about my, um, process of my enrollment, um, information. It says it's missing for an ordering system clarification.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: It's the... I work for BJSS.

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

Speaker speaker_1: 6625.

Speaker speaker_0: First name?

Speaker speaker_1: Ashkene.

Speaker speaker_0: Last name?

Speaker speaker_1: Ford.

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

Speaker speaker_1: My birthday is May the 24th, 2000. Um, my address is 2370 Lancaster Drive, Apartment 1, Richmond, California. And the zip code is 9... Oh, okay.

Speaker speaker_0: Let's see. So, it looks like you selected you're one of the plan, but also selected to not be enrolled. So we're just calling to verify if you wanted to get enrolled into the coverage or not.

Speaker speaker_1: Yeah. I wanted to get enrolled with the coverage, um, healthcare, yeah.

Speaker speaker_0: So there's no phone number on file. Would you like to add a phone number?

Speaker speaker_1: Yes. It is 510-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 872-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 2097.

Speaker speaker_0: Just to confirm, you said 510-872-2097?

Speaker speaker_1: Correct.

Speaker speaker_0: Thank you. All right. So what type of coverage were you wanting to get enrolled into?

Speaker speaker_1: Um, so I want the, um, healthcare one, which is, um, the VIP Classic.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, I want dental.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I want vision.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And then I wanted the medicine one.

Speaker speaker_0: The MEC TeleRx?

Speaker speaker_1: Yeah. That's the one for medicine, correct?

Speaker speaker_0: So there's one... They... You had a FreeRx by itself, or you have the MEC TeleRx that comes with the FreeRx. The MEC TeleRx gives you preventative services with the FreeRx, or you can get the FreeRx by itself for \$5.99. So I'm not sure which one you're referring to.

Speaker speaker_1: Um, so do the VIP... Do I have to pay for my, uh, medicine or no?

Speaker speaker_0: Um, I'm not sure which w- how much is covered with the VIP Classic. So the, the FreeRx, that gives you access to over 800 generic acute and chronic medications, along with virtual urgent care appointments.

Speaker speaker_1: So, not just for urgent care?

Speaker speaker_0: Just virtual urgent. So, okay, so the VIP Classic Plan, that covers doctors, hospitals and prescriptions. I don't know what to extent it does cover with the prescriptions, but I know prescriptions are covered in it.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then the MEC TeleRx, that's good for like wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services, which is not included in the VIP plan. And then it gives you access to FreeRx as well, which is a virtual pharmacy that gives you access to over 800 generic acute and chronic medications, along with virtual urgent care visits.

Speaker speaker_1: So could I do the one that covers the past... I have... Can you get... Can you add that one as well, who cover Pap smears and stuff like that?

Speaker speaker_0: So you want the preventative... You want the MEC TeleRx and the VIP?

Speaker speaker_1: Yeah.

Speaker speaker_0: And additional dis-

Speaker speaker_1: Because I need... I need... Yeah, I need something to cover my Pap smears.

Speaker speaker_0: All right. So with those four plans selected, was there anything else that you were in... you were interested in?

Speaker speaker_1: Um, well, right now... You have the vision, right?

Speaker speaker_0: Yes, ma'am, I have the medical, dental, vision and the preventative care with the FreeRx.

Speaker speaker_1: All right. That's it.

Speaker speaker_0: All right. So with those four plans-

Speaker speaker_1: Wait, what else do you have?

Speaker speaker_0: So outside of those plans, they-

Speaker speaker_1: What's the other one?

Speaker speaker_0: So outside of those plans, they offer you virtual primary care, short-term disability, life insurance, critical illness, group accident, behavior health and an ID agent.

Speaker speaker_1: Behavioral health. And then a critical accident.

Speaker speaker_0: You mean the, the group accident or the critical illness?

Speaker speaker_1: A crit-... What's the, um, illness one, what's that one for?

Speaker speaker_0: Let's say you develop cancer or one of those type of illnesses and you need a support and they take you out of work, they'll help with that.

Speaker speaker_1: Okay. Can I always re-enroll in that or no? That's like a one-time thing?

Speaker speaker_0: So you have 30 days from the date you receive your first paycheck to get enrolled. After those 30 days, you'd have to wait until a company open enrollment period, or 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 to get enrolled in coverage. But you're always able to drop coverage at any time.

Speaker speaker_1: Then, um, I'll do the illness one too. And that's it.

Speaker speaker_0: All right. So you... Just to confirm, you want the VIP Classic, the dental, vision, critical illness, MEC TeleRx and the behavioral health?

Speaker speaker_1: Yeah.

Speaker speaker_0: Your total is going to be \$43.28. That'll be deducted weekly. Do you authorize your employer to, again, to make these deductions?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: 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's following Mondays when your coverage will become active. The ID cards are sent one to two weeks from the activation date.

Speaker speaker_3: All right, thank you.

Speaker speaker_0: So, I do need to get a... I need a bene- I do need a beneficiary for your critical illness. I'll just need a first name, a last name, and their relationship to you.

Speaker speaker_3: Angel Pierson. And that's my first name.

Speaker speaker_0: Is that A-N-G-E-L?

Speaker speaker_3: Yeah, it's like how you spell angel. And then, um-

Speaker speaker_0: Then what's the last name?

Speaker speaker_3: ... Pierson. Yeah.

Speaker speaker_0: Thank you for that.

Speaker speaker_3: Pierson is P-I-E-R, then son.

Speaker speaker_0: Yeah. All right. So, I do want to let you know with your medical, with the VIP, if you wanted a physical copy of your medical card, you have to call in and request it once the coverage becomes active. Otherwise, it's only sent via email.

Speaker speaker_3: Okay.

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

Speaker speaker_3: Well, no, that's it.

Speaker speaker_0: All right. Just to confirm for your, for your ID cards, your first name is A-L-F-H-A-N-A-Y?

Speaker speaker_3: Mm-hmm.

Speaker speaker_0: And then your last name is Y-V-E-T-T-E, hyphenation, Ford?

Speaker speaker_3: H- H- No, there's no... It's Ford, it's just Ford.

Speaker speaker_0: It's just Ford?

Speaker speaker_3: Yeah, there's no Y or anything, no.

Speaker speaker_0: So that's not... And, and your middle name is Alexandria?

Speaker speaker_3: Yes, Alexandria Yvette Ford.

Speaker speaker_0: Okay, so Yvette's the middle name? That's probably the middle name?

Speaker speaker_3: Yeah.

Speaker speaker_0: How do you spell that again? 'Cause I... How do you spell that? I had to take it off.

Speaker speaker_3: So, Yvette is Y... E... Oh, hold on, I'm sorry, I'm sorry. It's Y-V-E-T-T-E.

Speaker speaker_0: Yes. And then Alexandria, that is A-L-E-X-S-A-N-D-R-A?

Speaker speaker_3: Mm-hmm, it's Alexandria, yeah.

Speaker speaker_0: All right. Well, is there anything else I can help you with today, Ms. Ford?

Speaker speaker_3: That's it.

Speaker speaker_0: Well, if nothing else, thanks for calling Benefits into Card. I hope you have a great rest of your week.

Speaker speaker_3: You too. Bye.