

## **Transcript: Malcolm**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, is this Ms. Smith? Who is calling? Hey, this is Malcolm with Benefits in a Car, and I'm calling in regards to your enrollment form with BG Staffing Group. Yeah. So, it looks like you selected you wanted the virtual primary care, but then you also selected a "not participate." So, we're just calling to verify if you want to get enrolled into the coverage or not. Oh, which coverage is this? I'm, I'm sorry. It looks like you selected the virtual primary care. That's the only one that you selected, but then you also selected to "not participate." Oh, I probably didn't realize. You're talking about for the medical benefits, correct? Yes, ma'am. Okay. Um, well I don't, I don't understand. What's, what's the virtual, um, medical? The virtual primary care. Yeah, there you go. So it includes... So you will be able to see a doctor, pretty much a primary doctor virtually whenever it is convenient for you. Okay, so is that something that's a additional fee to... I think what I was trying to select was like a, um, like primary care as far as medical, and I was trying to select, um, eye care and dental care, is what I was trying to select. Right, so you wanted the dental and the vision. You didn't want the primary care? No, I do. I... That's what I said. I was trying to select to have like a primary care doctor for medical, and then I was trying to select one for, you know, um, eye care and dental care. So, when- whenever I selected the virtual I just... I was assuming that it was just for medical. Okay. So no, they offer you medical plans. They offer you the VIP Standard, the VIP Classic and the VIP Plus. All three of those plans cover doctors, hospitals and prescriptions. The virtual, the primary... The virtual primary care is just for virtual doctor visits only. You wouldn't be able to see anybody in person. I would not be able to see anybody in person? Not with the virtual primary care, no ma'am. 'Cause it's virtual only. Oh, okay. Well I don't... Got it. I don't want that then. Okay. So yeah, with the medical, the medical plans with the VIP Standard, the VIP Classic and the VIP Plus, all three of them cover doctors, hospitals and prescriptions. The only difference between these three is the higher you go up, the more coverage that you will receive. Okay. Um, can we start with the middle one? Let's see, you want to get the VIP Classic? That is \$18.55. Yeah, that's fine. Okay, so you want the VIP Classic, the dental and the vision and that's it? Yep, and that's it. Okay, so the three, all three of those selected, your total will be \$23.92. That will be deducted weekly. Do you authorize your employer to make these deductions? Yes. Thank you. Well, that's all I needed from you, Ms. Smith. Was there anything else that I could help you with while we are on the phone? Um, no, that was it. I'm actually on my way back to the property. If there's nothing else, I hope you have a great day. You too. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hey, is this Ms. Smith?

Speaker speaker\_2: Who is calling?

Speaker speaker\_1: Hey, this is Malcolm with Benefits in a Car, and I'm calling in regards to your enrollment form with BG Staffing Group.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: So, it looks like you selected you wanted the virtual primary care, but then you also selected a "not participate." So, we're just calling to verify if you want to get enrolled into the coverage or not.

Speaker speaker\_2: Oh, which coverage is this? I'm, I'm sorry.

Speaker speaker\_1: It looks like you selected the virtual primary care. That's the only one that you selected, but then you also selected to "not participate."

Speaker speaker\_2: Oh, I probably didn't realize. You're talking about for the medical benefits, correct?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Okay. Um, well I don't, I don't understand. What's, what's the virtual, um, medical?

Speaker speaker\_1: The virtual primary care.

Speaker speaker\_2: Yeah, there you go.

Speaker speaker\_1: So it includes... So you will be able to see a doctor, pretty much a primary doctor virtually whenever it is convenient for you.

Speaker speaker\_2: Okay, so is that something that's a additional fee to... I think what I was trying to select was like a, um, like primary care as far as medical, and I was trying to select, um, eye care and dental care, is what I was trying to select.

Speaker speaker\_1: Right, so you wanted the dental and the vision. You didn't want the primary care?

Speaker speaker\_2: No, I do. I... That's what I said. I was trying to select to have like a primary care doctor for medical, and then I was trying to select one for, you know, um, eye care and dental care. So, when- whenever I selected the virtual I just... I was assuming that it was just for medical.

Speaker speaker\_1: Okay. So no, they offer you medical plans. They offer you the VIP Standard, the VIP Classic and the VIP Plus. All three of those plans cover doctors, hospitals and prescriptions. The virtual, the primary... The virtual primary care is just for virtual doctor visits only. You wouldn't be able to see anybody in person.

Speaker speaker\_2: I would not be able to see anybody in person?

Speaker speaker\_1: Not with the virtual primary care, no ma'am. 'Cause it's virtual only.

Speaker speaker\_2: Oh, okay. Well I don't... Got it. I don't want that then.

Speaker speaker\_1: Okay. So yeah, with the medical, the medical plans with the VIP Standard, the VIP Classic and the VIP Plus, all three of them cover doctors, hospitals and prescriptions. The only difference between these three is the higher you go up, the more coverage that you will receive.

Speaker speaker\_2: Okay. Um, can we start with the middle one?

Speaker speaker\_1: Let's see, you want to get the VIP Classic? That is \$18.55.

Speaker speaker\_2: Yeah, that's fine.

Speaker speaker\_1: Okay, so you want the VIP Classic, the dental and the vision and that's it?

Speaker speaker\_2: Yep, and that's it.

Speaker speaker\_1: Okay, so the three, all three of those selected, your total will be \$23.92. That will be deducted weekly. Do you authorize your employer to make these deductions?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Thank you. Well, that's all I needed from you, Ms. Smith. Was there anything else that I could help you with while we are on the phone?

Speaker speaker\_2: Um, no, that was it. I'm actually on my way back to the property.

Speaker speaker\_1: If there's nothing else, I hope you have a great day.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Bye.