

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hello, Malcolm. This is Rachelle Harden calling, trying to check and see when will my, uh, insurance card be in. And we got, uh, medical visits on there. What staffing company do you work for, ma'am? Serge. The last four of your social? 4772. Your first name? Rachelle Harden. How do you spell that? Rachelle. R-H-, R-A-C-H-E-L-L-E. Are you saying Rochelle? Rach, R-A-C-H-E-L-L-E. For security purposes, can you verify your address and date of birth for me? 10/15/1972, 453 Ceylon Avenue, Massillon, Ohio 44903. Thank you. So the plan that you have, you have the Free Rx, the dental, the vision and the VIP Classic. So it looks like you're still waiting for your first deduction to happen. I wouldn't be able to tell you when they're going to do that. That's solely up to Surge, whenever they do that. Okay. But- And so the... 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 Monday is when your coverage will become active. Okay. So that's probably going to- So it looks like you got enrolled on the 20th. So it takes one to two weeks. Yeah, so that's probably going to be next week then. I wouldn't be able to tell you. Again, it's solely up to Surge. Typically, it takes one to two weeks, but sometimes it can take longer. It depends on the employer. Okay. Well, do I... So you can't tell me, do I have mammogram, uh, or doctor visits on here? So the one, the VIP Classic does cover doctors, hospitals and prescriptions. But it does not... You said, uh, you didn't get enrolled into the preventative care plan, which is the MEC TeleRx plan. That one covers like wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative services like that. So how much is that? It will be \$16.80. So all together, what would it be? 50 something? So, so what- That's not bad. I see you got enrolled into the FreeRx. So FreeRx actually comes with the MEC TeleRx plan. Uh-huh. So I can take that off. Let's see. So then you'll have... If you got the MEC TeleRx, the vision, the dental and the, and the VIP Classic, it'd be \$42.65 a week. Damn! Okay. Will... That includes the mammogram? Yes, ma'am, the preventative care, the preventative services. Okay. Great. Did you want to add it or you just wanted to get- Yeah, I want to add it. ... this information in? Mm-mm. Okay. So all together, it's going to be 41. If you got everything, the dental, vision- Yeah, I got dental and vision. ... it'd be \$42.65 a week. \$42 a week? \$42.65. So just \$43 a week. And I'll just pay that. Okay. So is it on there now? So did you, did you want me to... I need to give you, you need to give me authorization to make those changes, because it did, it will- Yeah, I, I did. I just said I wanted it on there. Okay. Yeah. So everything is on there. Doctor visit, uh, dental, mammogram and vision, right? Yes, ma'am. Okay. Dental, vision, VIP Classic and the MEC TeleRx. Okay. Ma'am, is there anything else I can help you with- And that means, and that means for mammograms and stuff too, right? You just said, right? Yes, ma'am. The MEC- Okay. ... TeleRx covers preventative services. Okay. I'm just trying to make

sure I got everything I need. Teeth, eye. Okay. And physicals too, they can go on there? That's on there too? Yes, ma'am. Okay. Thank you. No problem, Miss Harden. Was there anything else I could help you with today? No, sir. I appreciate it. Thank you. No problem. If there's nothing else, thanks for calling Benefits in a Card. Hope you have a great rest of your week. You too. Thank you. Bye-bye. 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, Malcolm. This is Rachelle Harden calling, trying to check and see when will my, uh, insurance card be in. And we got, uh, medical visits on there.

Speaker speaker\_0: What staffing company do you work for, ma'am?

Speaker speaker\_1: Serge.

Speaker speaker\_0: The last four of your social?

Speaker speaker\_1: 4772.

Speaker speaker\_0: Your first name?

Speaker speaker\_1: Rachelle Harden.

Speaker speaker\_0: How do you spell that?

Speaker speaker\_1: Rachelle. R-H-, R-A-C-H-E-L-L-E.

Speaker speaker\_0: Are you saying Rochelle?

Speaker speaker\_1: Rach, R-A-C-H-E-L-L-E.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: 10/15/1972, 453 Ceylon Avenue, Massillon, Ohio 44903.

Speaker speaker\_0: Thank you. So the plan that you have, you have the Free Rx, the dental, the vision and the VIP Classic. So it looks like you're still waiting for your first deduction to happen. I wouldn't be able to tell you when they're going to do that. That's solely up to Surge, whenever they do that.

Speaker speaker\_1: Okay. But-

Speaker speaker\_0: And so the... 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 Monday is when your coverage will become active.

Speaker speaker\_1: Okay. So that's probably going to-

Speaker speaker\_0: So it looks like you got enrolled on the 20th. So it takes one to two weeks.

Speaker speaker\_1: Yeah, so that's probably going to be next week then.

Speaker speaker\_0: I wouldn't be able to tell you. Again, it's solely up to Surge. Typically, it takes one to two weeks, but sometimes it can take longer. It depends on the employer.

Speaker speaker\_1: Okay. Well, do I... So you can't tell me, do I have mammogram, uh, or doctor visits on here?

Speaker speaker\_0: So the one, the VIP Classic does cover doctors, hospitals and prescriptions. But it does not... You said, uh, you didn't get enrolled into the preventative care plan, which is the MEC TeleRx plan. That one covers like wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative services like that.

Speaker speaker\_1: So how much is that?

Speaker speaker\_0: It will be \$16.80.

Speaker speaker\_1: So all together, what would it be? 50 something?

Speaker speaker\_0: So, so what-

Speaker speaker\_1: That's not bad.

Speaker speaker\_0: I see you got enrolled into the FreeRx. So FreeRx actually comes with the MEC TeleRx plan.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: So I can take that off. Let's see. So then you'll have... If you got the MEC TeleRx, the vision, the dental and the, and the VIP Classic, it'd be \$42.65 a week.

Speaker speaker\_1: Damn! Okay. Will... That includes the mammogram?

Speaker speaker\_0: Yes, ma'am, the preventative care, the preventative services.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Great. Did you want to add it or you just wanted to get-

Speaker speaker\_1: Yeah, I want to add it.

Speaker speaker\_0: ... this information in?

Speaker speaker\_1: Mm-mm.

Speaker speaker\_0: Okay.

Speaker speaker\_1: So all together, it's going to be 41.

Speaker speaker\_0: If you got everything, the dental, vision-

Speaker speaker\_1: Yeah, I got dental and vision.

Speaker speaker\_0: ... it'd be \$42.65 a week.

Speaker speaker\_1: \$42 a week?

Speaker speaker\_0: \$42.65.

Speaker speaker\_1: So just \$43 a week. And I'll just pay that. Okay. So is it on there now?

Speaker speaker\_0: So did you, did you want me to... I need to give you, you need to give me authorization to make those changes, because it did, it will-

Speaker speaker\_1: Yeah, I, I did. I just said I wanted it on there.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yeah. So everything is on there. Doctor visit, uh, dental, mammogram and vision, right?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Dental, vision, VIP Classic and the MEC TeleRx.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Ma'am, is there anything else I can help you with-

Speaker speaker\_1: And that means, and that means for mammograms and stuff too, right? You just said, right?

Speaker speaker\_0: Yes, ma'am. The MEC-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... TeleRx covers preventative services.

Speaker speaker\_1: Okay. I'm just trying to make sure I got everything I need. Teeth, eye. Okay. And physicals too, they can go on there? That's on there too?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: No problem, Miss Harden. Was there anything else I could help you with today?

Speaker speaker\_1: No, sir. I appreciate it. Thank you.

Speaker speaker\_0: No problem. If there's nothing else, thanks for calling Benefits in a Card. Hope you have a great rest of your week.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Bye-bye.

Speaker speaker\_0: Bye.