

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Mr. Slocum, this is Malcolm with Benefits in the Card, and I'm calling in regards to your enrollment form with MAU. Oh. To help you. Hey, how you doing? Yes. Doing good, man. How about you? I'm doing good and, uh, I wanted to add my kid to my benefits and change that, so it's perfect you called. Okay. So, you, so it looks like... So the issue we called for is because you selected both Insurance Plans and Post State Healthy Plans. Okay. And you're only able to pick one of those. Okay, I didn't mean to... I probably shouldn't have mentioned it, but... No, you're fine. So what changes did you want to make so I can go ahead and get that in for you? Uh, what's the difference? But I want to add my kid to it. That's, that's what I want to do. So you want to add him to every, to everything, or... So do you want to do... So do you want to do the child-Medical. ... plan? Uh, I guess medical and... Yeah, you can add him to everything, I guess. So do you have a spouse or you just have kids? Do you want to do each family? Just have, I just have a kid. Okay. So you just want to do employee and child then? Yeah. So you want to do... So with the Insurance Plus basic, it'll be \$26.14, or the Insurance Plus Enhanced, it'll be \$36.51. Most of these plans cover doctors, hospitals and prescriptions. The only difference between the two is with the Insurance Plus Enhanced, it gives you more as far as the hospital benefit goes. Okay. Oh, I just, I guess with which ever is better. So I guess the 36 one. All right. And then with the dental, it'll be \$9.30 for you and the child. Okay. With the vision, it'd be \$4.94 with you and the child. Okay. Did you still want the critical illness? Uh, no. Oh wait, actually, I meant the vision. Actually no, you didn't even select critical vis- critical illness. All right. So the MEC stand-alone and the MEC enhanced. So most of these are preventative care plans. So you... Which one do you want? The one for you and the child will be \$13.38, or you can get the enhanced which is \$41.95 and this combines the Insurance Plus enhanced with the MEC so you have the preventative care and the doctors and the hospitals and prescriptions. Uh, I guess that one. The second one? Yeah. All right, so then that takes away the Insurance Plus enhanced 'cause it... 'cause of the MEC enhanced is a combination of the Insurance Plus and the preventative care. Okay. All right, so you just want, so you just want dental, vision and the medical. Is that correct? Yes, sir. For you and the child? Yes, sir. All right. So I do need your dependent's information. How many children is it? Just one. Is it a male or female? Male. All right, I just need first name, last name, Social Security and the date of birth. Okay, his name is Keyan. K-E-Y-A-N. And then same last name as me, Slocum. Keyan Slocum. Okay. Social? Uh, let me get that real quick. You're fine. 116- 1516. Let's see, his mama's text. It is 342-71-7246. Just to confirm, you said 342-71-7246? Yes, sir. All right, and then the date of birth? 12/12/2021. Thank you. All right. We've got that in the system, Mr. Slocum. Was there anything else that I can help you with today? That is all, and will my hou- Will I get my card in through the mail, or do I gotta after log in to you? So the way that it works,

the enrollment process takes one to two weeks. Once we see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards are sent one to two weeks from that activation date. Okay. And do we have an app we can use too at the same time, or just, we just get ID cards? Yeah, you should, you should get that from MAU. They should give you some log-in information to access your account. Okay. Thank you. No problem, Mr. Slocum. Was there anything else I can help you with? That's all. All right. Well, you have a great rest of your week, man. You as well. Thank you. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Mr. Slocum, this is Malcolm with Benefits in the Card, and I'm calling in regards to your enrollment form with MAU.

Speaker speaker_2: Oh.

Speaker speaker_1: To help you.

Speaker speaker_2: Hey, how you doing? Yes.

Speaker speaker_1: Doing good, man. How about you?

Speaker speaker_2: I'm doing good and, uh, I wanted to add my kid to my benefits and change that, so it's perfect you called.

Speaker speaker_1: Okay. So, you, so it looks like... So the issue we called for is because you selected both Insurance Plans and Post State Healthy Plans.

Speaker speaker_2: Okay.

Speaker speaker_1: And you're only able to pick one of those.

Speaker speaker_2: Okay, I didn't mean to... I probably shouldn't have mentioned it, but...

Speaker speaker_1: No, you're fine. So what changes did you want to make so I can go ahead and get that in for you?

Speaker speaker_2: Uh, what's the difference? But I want to add my kid to it. That's, that's what I want to do.

Speaker speaker_1: So you want to add him to every, to everything, or... So do you want to do... So do you want to do the child-

Speaker speaker_2: Medical.

Speaker speaker_1: ... plan?

Speaker speaker_2: Uh, I guess medical and... Yeah, you can add him to everything, I guess.

Speaker speaker_1: So do you have a spouse or you just have kids? Do you want to do each family?

Speaker speaker_2: Just have, I just have a kid.

Speaker speaker_1: Okay. So you just want to do employee and child then?

Speaker speaker_2: Yeah.

Speaker speaker_1: So you want to do... So with the Insurance Plus basic, it'll be \$26.14, or the Insurance Plus Enhanced, it'll be \$36.51. Most of these plans cover doctors, hospitals and prescriptions. The only difference between the two is with the Insurance Plus Enhanced, it gives you more as far as the hospital benefit goes.

Speaker speaker_2: Okay. Oh, I just, I guess with which ever is better. So I guess the 36 one.

Speaker speaker_1: All right. And then with the dental, it'll be \$9.30 for you and the child.

Speaker speaker_2: Okay.

Speaker speaker_1: With the vision, it'd be \$4.94 with you and the child.

Speaker speaker_2: Okay.

Speaker speaker_1: Did you still want the critical illness?

Speaker speaker_2: Uh, no.

Speaker speaker_1: Oh wait, actually, I meant the vision. Actually no, you didn't even select critical vis- critical illness. All right. So the MEC stand-alone and the MEC enhanced. So most of these are preventative care plans. So you... Which one do you want? The one for you and the child will be \$13.38, or you can get the enhanced which is \$41.95 and this combines the Insurance Plus enhanced with the MEC so you have the preventative care and the doctors and the hospitals and prescriptions.

Speaker speaker_2: Uh, I guess that one.

Speaker speaker_1: The second one?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right, so then that takes away the Insurance Plus enhanced 'cause it... 'cause of the MEC enhanced is a combination of the Insurance Plus and the preventative care.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, so you just want, so you just want dental, vision and the medical. Is that correct?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: For you and the child?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. So I do need your dependent's information. How many children is it?

Speaker speaker_2: Just one.

Speaker speaker_1: Is it a male or female?

Speaker speaker_2: Male.

Speaker speaker_1: All right, I just need first name, last name, Social Security and the date of birth.

Speaker speaker_2: Okay, his name is Keyan. K-E-Y-A-N. And then same last name as me, Slocum. Keyan Slocum.

Speaker speaker_1: Okay. Social?

Speaker speaker_2: Uh, let me get that real quick.

Speaker speaker_1: You're fine.

Speaker speaker_2: 116- 1516. Let's see, his mama's text. It is 342-71-7246.

Speaker speaker_1: Just to confirm, you said 342-71-7246?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right, and then the date of birth?

Speaker speaker_2: 12/12/2021.

Speaker speaker_1: Thank you. All right. We've got that in the system, Mr. Slocum. Was there anything else that I can help you with today?

Speaker speaker_2: That is all, and will my hou- Will I get my card in through the mail, or do I gotta after log in to you?

Speaker speaker_1: So the way that it works, the enrollment process takes one to two weeks. Once we see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards are sent one to two weeks from that activation date.

Speaker speaker_2: Okay. And do we have an app we can use too at the same time, or just, we just get ID cards?

Speaker speaker_1: Yeah, you should, you should get that from MAU. They should give you some log-in information to access your account.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem, Mr. Slocum. Was there anything else I can help you with?

Speaker speaker_2: That's all.

Speaker speaker_1: All right. Well, you have a great rest of your week, man.

Speaker speaker_2: You as well.

Speaker speaker_1: Thank you.

Speaker speaker_2: Bye.