

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Yes, Malcolm. I'm calling to see if my information is activated and also what are my, my, uh, fees that I have to pay for each time my check is... every time I get paid? What staffing company do you work for? Uh, Carlton Staffing. What's the last four of your Social? 4262. First name? Lakeisha Preston. Uh, Lakeisha. For security purposes, can you verify your address and date of birth for me? Yes, sir. 4911 Michael Wayne Road, Rosharon, Texas 77583. And you said birthday- I mean it's- ... January 14th, 1971. Thank you. Let's see, we got your phone number at 859-9422. That is correct. And your email at lpreston@yahoo.com? That is correct. Thank you. Excuse me. So it looks like you have the MUC TeleRx plan, and that's \$16.05 a week. Oh, uh, what does that include though? Like that's the plan, the cheapest plan. Yes, ma'am. So that's good for like wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services. It also comes with FreeRx, which is a virtual pharmacy that gives you access to over 800 generic acute and chronic medications along with access to virtual urgent care appointments. Oh, okay. So you said what about appointments, if I need to set up a physical or just appointments period? So it doesn't cover doctors, hospitals. What it covers is like preventative services like wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative services. Oh. Okay. All righty. So what about eyewear? So vision is not included. You didn't get enrolled in vision. Okay. So basically for... Okay, let me just make sure. Okay. Uh, okay that's for, for medicine. Okay, and this one is for the, the medical part is just for Pap smears, just preventive, preventive care? Yes, ma'am. And that's pretty much it with that? Yes, ma'am. Okay. All righty. Well that's what I... Is my information activated though? Yes, ma'am. All right. You've been active since 4/7/25. Okay. So- Or actually 4/21/25. Okay. Thank you so much. All right. No problem, Ms. Preston. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week. Oh, w- w- wait a minute. One other question. Now this card, do I take this to the doctor's office? Yes, ma'am. Okay, because it's that... Okay. It requires your . If you need use your... if you want to use your prescriptions, you will go to... have to go to the FreeRx website and claim your FreeRx account and your FreeRx ID card will become present once you've claimed your account. Oh, okay. So I can call and get that too. Okay. All righty. Well, thank you so much. No problem, Ms. Preston. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week. Yes, thank you. Thank you. Have a good one. Bye.

Conversation Format

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

Speaker speaker_1: Yes, Malcolm. I'm calling to see if my information is activated and also what are my, my, uh, fees that I have to pay for each time my check is... every time I get paid?

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Uh, Carlton Staffing.

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

Speaker speaker_1: 4262.

Speaker speaker_0: First name?

Speaker speaker_1: Lakeisha Preston. Uh, Lakeisha.

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

Speaker speaker_1: Yes, sir. 4911 Michael Wayne Road, Rosharon, Texas 77583. And you said birthday-

Speaker speaker_2: I mean it's-

Speaker speaker_1: ... January 14th, 1971.

Speaker speaker_0: Thank you. Let's see, we got your phone number at 859-9422.

Speaker speaker_1: That is correct.

Speaker speaker_0: And your email at lpreston@yahoo.com?

Speaker speaker_1: That is correct.

Speaker speaker_0: Thank you. Excuse me. So it looks like you have the MUC TeleRx plan, and that's \$16.05 a week.

Speaker speaker_1: Oh, uh, what does that include though? Like that's the plan, the cheapest plan.

Speaker speaker_0: Yes, ma'am. So that's good for like wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services. It also comes with FreeRx, which is a virtual pharmacy that gives you access to over 800 generic acute and chronic medications along with access to virtual urgent care appointments.

Speaker speaker_1: Oh, okay. So you said what about appointments, if I need to set up a physical or just appointments period?

Speaker speaker_0: So it doesn't cover doctors, hospitals. What it covers is like preventative services like wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative services.

Speaker speaker_1: Oh. Okay. All righty. So what about eyewear?

Speaker speaker_0: So vision is not included. You didn't get enrolled in vision.

Speaker speaker_1: Okay. So basically for... Okay, let me just make sure. Okay. Uh, okay that's for, for medicine. Okay, and this one is for the, the medical part is just for Pap smears, just preventive, preventive care?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: And that's pretty much it with that?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. All righty. Well that's what I... Is my information activated though?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: All right.

Speaker speaker_0: You've been active since 4/7/25.

Speaker speaker_1: Okay. So-

Speaker speaker_0: Or actually 4/21/25.

Speaker speaker_1: Okay. Thank you so much. All right.

Speaker speaker_0: No problem, Ms. Preston. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_1: Oh, w- w- wait a minute. One other question. Now this card, do I take this to the doctor's office?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay, because it's that... Okay.

Speaker speaker_0: It requires your . If you need use your... if you want to use your prescriptions, you will go to... have to go to the FreeRx website and claim your FreeRx account and your FreeRx ID card will become present once you've claimed your account.

Speaker speaker_1: Oh, okay. So I can call and get that too. Okay. All righty. Well, thank you so much.

Speaker speaker_0: No problem, Ms. Preston. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_1: Yes, thank you.

Speaker speaker_0: Thank you.

Speaker speaker_1: Have a good one.

Speaker speaker_0: Bye.