

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits on the Card. This is Malcolm. How can I help you? Hi, there. Uh, my name is Will Dawson. I called, um, over the weekend, um, uh, but, uh, well, I was looking to enroll in benefits, um, on behalf of, uh, partner, partners, personnel. Okay. So that's why your social? 0635. It is 0635? Yes, sir. What is your first name? Will or William. For security purposes, can you verify your address and date of birth for me? Okay. My address is 107 Mannon Court, and my date of birth is September 21st, 2000. I need to see your state and zip code as well. Uh, my zip code is, uh, 37127. And the city and state? Oh, yeah, sorry. Um, Murfreesboro, Tennessee. Thank you. So your phone number 540-419-3221? Mm-hmm. And the email is willclaxton@gmail.com? Mm-hmm. And what type of coverage were you wantin' to get enrolled into? Well, I, uh, I was looking at the, I think it was the minimum value plan. Um, it was, um, I was wondering, uh, so I would, I would get, uh, full, would I get full benefits with that, like, uh, uh, health, dental, um, vision and all that? Just say that one more time. Uh, would I get the full benefits, like, obviously health but dental and vision? So yeah, so those plans. Is that what you're asking? Yeah, I was just wondering exactly like... So you have those plans available. So they offer you medical, free RX, virtual care, dental, short-term disability, life insurance, vision, critical illness, group accidents, preventative care, behavior health, and ID experts. That comes all with, uh, the minimum value? No, sir. So those are all the plans that they offer. They offer all those plans separately. They don't come together. Oh, okay. I'm sorry. I'm, I'm new at this whole thing. I've, I haven't really... You're fine. I understand. Um, okay. Um, okay. So, all right. Then, um- What plan you need? ... I, I, the minimum value I figured would probably be best for- So you want, uh, the MVP TeleRx Plan? I'm sorry. Are you referring to, are you referring to the MVP Plan? If you're referring to the MVP Plan, do you have to get pro- you have to get approved to get enrolled into that coverage. Oh, and how would I do that? I'll have to email the back office to see if you're approved for it. Oh, okay. What- Is that what you want to do? ... what the... I'm sorry, what plans are I approved for already? The ones that I just mentioned, the medical, free Rx, virtual care, dental, short-term disability, life insurance, vision, critical illness, the group accidents, the preventative care, the behavior health, and ID experts. Oh, okay. Um, so, so then would I just apply for all those- Yes, sir. What- ... um, right, right now or? Yes, sir. Whatever plans you're interested in. Okay. Well... I can also send you- All right. So, um- ... if you want to look over those, but you do have until tomorrow to get enrolled. Okay. Um, yeah. And we're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. Okay. Um. Did you want me to send you the benefits guide- No. ... so you look over it before getting enrolled? Well, I was already looking at the, uh, the website, and, uh, is that what you, what you mean? Like, it already told me a little bit about the plans, but- So the guide I'm, the guide I'm referring to has like, it's like a... How big is the document? It is about 20 pages of a PDF that has all the information on all the coverages

offered through Partners. Okay. I was checking if you want me to email you that you look over it real quickly and then you give us a call back, because we're open until 8:00 PM if you're not sure about what plans you want to get enrolled into. Okay. Um, yes, if you could do that. Yeah, so I just sent that to your email. Yeah. So did you want to look over that and then give us a call back after you get a better idea of the plans they offer? Yeah, I think I'll do that. I just wanted to, can you confirm that you received that, sir? Uh, yes, I did. Well, was there anything else I can help you with today, Mr. William? Uh, no, I don't, I don't think so for right now. Great. So if there's nothing else, thanks for calling Benefits on the Card. I hope you have a great rest of your day. Thank you. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Hi, there. Uh, my name is Will Dawson. I called, um, over the weekend, um, uh, but, uh, well, I was looking to enroll in benefits, um, on behalf of, uh, partner, partners, personnel.

Speaker speaker_0: Okay. So that's why your social?

Speaker speaker_1: 0635.

Speaker speaker_0: It is 0635?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: What is your first name?

Speaker speaker_1: Will or William.

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

Speaker speaker_1: Okay. My address is 107 Mannon Court, and my date of birth is September 21st, 2000.

Speaker speaker_0: I need to see your state and zip code as well.

Speaker speaker_1: Uh, my zip code is, uh, 37127.

Speaker speaker_0: And the city and state?

Speaker speaker_1: Oh, yeah, sorry. Um, Murfreesboro, Tennessee.

Speaker speaker_0: Thank you. So your phone number 540-419-3221?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And the email is willclaxton@gmail.com?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And what type of coverage were you wantin' to get enrolled into?

Speaker speaker_1: Well, I, uh, I was looking at the, I think it was the minimum value plan. Um, it was, um, I was wondering, uh, so I would, I would get, uh, full, would I get full benefits with that, like, uh, uh, health, dental, um, vision and all that?

Speaker speaker_0: Just say that one more time.

Speaker speaker_1: Uh, would I get the full benefits, like, obviously health but dental and vision?

Speaker speaker_0: So yeah, so those plans. Is that what you're asking?

Speaker speaker_1: Yeah, I was just wondering exactly like...

Speaker speaker_0: So you have those plans available. So they offer you medical, free RX, virtual care, dental, short-term disability, life insurance, vision, critical illness, group accidents, preventative care, behavior health, and ID experts.

Speaker speaker_1: That comes all with, uh, the minimum value?

Speaker speaker_0: No, sir. So those are all the plans that they offer. They offer all those plans separately. They don't come together.

Speaker speaker_1: Oh, okay. I'm sorry. I'm, I'm new at this whole thing. I've, I haven't really...

Speaker speaker_0: You're fine. I understand.

Speaker speaker_1: Um, okay. Um, okay. So, all right. Then, um-

Speaker speaker_0: What plan you need?

Speaker speaker_1: ... I, I, the minimum value I figured would probably be best for-

Speaker speaker_0: So you want, uh, the MVP TeleRx Plan?

Speaker speaker_1: I'm sorry.

Speaker speaker_0: Are you referring to, are you referring to the MVP Plan? If you're referring to the MVP Plan, do you have to get pro- you have to get approved to get enrolled into that coverage.

Speaker speaker_1: Oh, and how would I do that?

Speaker speaker_0: I'll have to email the back office to see if you're approved for it.

Speaker speaker_1: Oh, okay. What-

Speaker speaker_0: Is that what you want to do?

Speaker speaker_1: ... what the... I'm sorry, what plans are I approved for already?

Speaker speaker_0: The ones that I just mentioned, the medical, free Rx, virtual care, dental, short-term disability, life insurance, vision, critical illness, the group accidents, the preventative care, the behavior health, and ID experts.

Speaker speaker_1: Oh, okay. Um, so, so then would I just apply for all those-

Speaker speaker_0: Yes, sir. What-

Speaker speaker_1: ... um, right, right now or?

Speaker speaker_0: Yes, sir. Whatever plans you're interested in.

Speaker speaker_1: Okay. Well...

Speaker speaker_0: I can also send you-

Speaker speaker_1: All right. So, um-

Speaker speaker_0: ... if you want to look over those, but you do have until tomorrow to get enrolled.

Speaker speaker_1: Okay. Um, yeah.

Speaker speaker_0: And we're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker_1: Okay. Um.

Speaker speaker_0: Did you want me to send you the benefits guide-

Speaker speaker_1: No.

Speaker speaker_0: ... so you look over it before getting enrolled?

Speaker speaker_1: Well, I was already looking at the, uh, the website, and, uh, is that what you, what you mean? Like, it already told me a little bit about the plans, but-

Speaker speaker_0: So the guide I'm, the guide I'm referring to has like, it's like a... How big is the document? It is about 20 pages of a PDF that has all the information on all the coverages offered through Partners.

Speaker speaker_1: Okay.

Speaker speaker_0: I was checking if you want me to email you that you look over it real quickly and then you give us a call back, because we're open until 8:00 PM if you're not sure about what plans you want to get enrolled into.

Speaker speaker_1: Okay. Um, yes, if you could do that.

Speaker speaker_0: Yeah, so I just sent that to your email.

Speaker speaker_1: Yeah.

Speaker speaker_0: So did you want to look over that and then give us a call back after you get a better idea of the plans they offer?

Speaker speaker_1: Yeah, I think I'll do that.

Speaker speaker_0: I just wanted to, can you confirm that you received that, sir?

Speaker speaker_1: Uh, yes, I did.

Speaker speaker_0: Well, was there anything else I can help you with today, Mr. William?

Speaker speaker_1: Uh, no, I don't, I don't think so for right now.

Speaker speaker_0: Great. So if there's nothing else, thanks for calling Benefits on the Card. I hope you have a great rest of your day.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Thank you.