

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi, Malcolm. This is Christy Sharp. I called on January 28th and, um, talked to a Justin about getting insurance with y'all, um, because I work for, um, Accuforce and he told me to call back when I got my first paycheck, which was today because I got the email Monday of the paycheck stuff. Mm-hmm. So I need insurance. Um, we did discuss... Oh Lord, let me get the book. Because you told me it'd be about \$100 a month... I mean, a month, excuse me, uh, a week deductible. Which staffing company do you work for, ma'am? Accuforce. A-C-C-U-F-O-R-C-E. What's the last four of your social? 6725. First name? Christy. Last name? Sharp. All right, for security purposes, can you verify your address and date of birth for me? It is P.O. Box... Hold on one second. Um, 789 Hampton Tennessee 37658. My birth is, um, September 9th, 1964. Thank you. So we got your phone number at 337-380-1010? Yes, sir. And your email is cbl82082@yahoo.com? Yes, it is. Yes, sir. All right. What type of coverage were you wanting to get enrolled into? Okay, the coverage I was looking at was the Stay Healthy and the VIP Plus. Right? Yes. For me and my spouse. Yes. Stay Healthy and VIP Plus. Also the Critical Illness with Cancer Benefit and the dental. All for you and your spouse? Yes, sir. Thanks. So your total will be \$100.75. That'll be deducted weekly. Mm-hmm. Do you authorize your employer to make these deductions? Yes, sir. Thank you. All right. So I will need your- your spouse's first name, last name, Social Security, date of birth. Okay. Hold on a second. Okay, his name is Raymond. R-A-Y-M-O-N-D Sharp. R-A-Y- M-O-N-D. And it's Sharp? Yes. S-H-A-R-P. And your social? 433 317098. I'm losing my voice. Is it 433-17098? N- No, sir. It's 433-31-7098. Yes, ma'am. That's what I was getting. Thank you. And your date of birth? Oh, I'm sorry. No, you're fine. And the date of birth? November the 11th, 1967. All right. That... They would... I'm assuming he would be your beneficiary as well? Yes, sir. And what are we getting beneficiary on? Critical illness. Oh, I was about to say I didn't... I wasn't doing the life insurance, but okay. Got you. Now this cover, um, this covers cancers and everything, correct? I wouldn't be able to tell you what's specifically covered but it is for, uh, serious illnesses like that. That would be a question you'd have to ask the carrier directly because we're not the carrier. We're just the plan administrator. Got you. All right. So the enrollment process does take one to two weeks. Once you see that first deduction from your paycheck and we see it in our system that following Monday when your coverage will become active, and your ID cards are sent one to two weeks from that activation date. Okay. Um, my question to you, because I spoke to him and he said we should be able to have it done excuse me. I'm on co- I am so sorry about that. No, you're fine. I don't know what's wrong with my throat. Um, I'm on COBRA as we speak, and my policy is ending at the end of this month because I told them I was switching over with my employee. Um, will it be... Will I have insurance by November 28th? I mean, November, excuse me, February 28th? Um, typically the enrollment

process takes one to two weeks. I don't want to tell you yes and then it not be active by that date. It's all, it's typically up to the staffing company, so it's ac- it's up to Accuforce whenever they decide to make that deduction. Typically it takes one to two weeks, but sometimes it can take longer, so I don't, I wouldn't want to give you a yes or say yes to that question. Okay, so could I call and talk with Accuforce about this? Yes, ma'am. I'm just- Just to be on the safe side. Yes, ma'am. Okay, so you are submitting now this today, correct? Yes, ma'am. I've already got it fed- I already got it processing. Okay, I'll give them a little while and then I'll give them a call about it because I don't want to have to pay COBRA again. That's way too much. I understand. So I do want to let you know with the medical card, if you wanted a physical copy once your coverage com- becomes active, you want to call in and request it. Otherwise, it's only sent via email. Okay, that'd be fine. All righty, sir. Well, thank you for your help. No problem. Was there anything else that I can help you with today? No, sir. That is it. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week. Bye.

## Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Hi, Malcolm. This is Christy Sharp. I called on January 28th and, um, talked to a Justin about getting insurance with y'all, um, because I work for, um, Accuforce and he told me to call back when I got my first paycheck, which was today because I got the email Monday of the paycheck stuff.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: So I need insurance. Um, we did discuss... Oh Lord, let me get the book. Because you told me it'd be about \$100 a month... I mean, a month, excuse me, uh, a week deductible.

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

Speaker speaker\_1: Accuforce. A-C-C-U-F-O-R-C-E.

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: 6725.

Speaker speaker\_0: First name?

Speaker speaker\_1: Christy.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Sharp.

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

Speaker speaker\_1: It is P.O. Box... Hold on one second. Um, 789 Hampton Tennessee 37658. My birth is, um, September 9th, 1964.

Speaker speaker\_0: Thank you. So we got your phone number at 337-380-1010?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And your email is cbl82082@yahoo.com?

Speaker speaker\_1: Yes, it is. Yes, sir.

Speaker speaker\_0: All right. What type of coverage were you wanting to get enrolled into?

Speaker speaker\_1: Okay, the coverage I was looking at was the Stay Healthy and the VIP Plus. Right? Yes. For me and my spouse. Yes. Stay Healthy and VIP Plus. Also the Critical Illness with Cancer Benefit and the dental.

Speaker speaker\_0: All for you and your spouse?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Thanks. So your total will be \$100.75. That'll be deducted weekly.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Do you authorize your employer to make these deductions?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Thank you. All right. So I will need your- your spouse's first name, last name, Social Security, date of birth.

Speaker speaker\_1: Okay. Hold on a second. Okay, his name is Raymond. R-A-Y-M-O-N-D Sharp.

Speaker speaker\_0: R-A-Y-

Speaker speaker\_1: M-O-N-D.

Speaker speaker\_0: And it's Sharp?

Speaker speaker\_1: Yes. S-H-A-R-P.

Speaker speaker\_0: And your social?

Speaker speaker\_1: 433 317098. I'm losing my voice.

Speaker speaker\_0: Is it 433-17098?

Speaker speaker\_1: N- No, sir. It's 433-31-7098.

Speaker speaker\_0: Yes, ma'am. That's what I was getting. Thank you. And your date of birth?

Speaker speaker\_1: Oh, I'm sorry.

Speaker speaker\_0: No, you're fine. And the date of birth?

Speaker speaker\_1: November the 11th, 1967.

Speaker speaker\_0: All right. That... They would... I'm assuming he would be your beneficiary as well?

Speaker speaker\_1: Yes, sir. And what are we getting beneficiary on?

Speaker speaker\_0: Critical illness.

Speaker speaker\_1: Oh, I was about to say I didn't... I wasn't doing the life insurance, but okay. Got you. Now this cover, um, this covers cancers and everything, correct?

Speaker speaker\_0: I wouldn't be able to tell you what's specifically covered but it is for, uh, serious illnesses like that. That would be a question you'd have to ask the carrier directly because we're not the carrier. We're just the plan administrator.

Speaker speaker\_1: Got you.

Speaker speaker\_0: All right. So the enrollment process does take one to two weeks. Once you see that first deduction from your paycheck and we see it in our system that following Monday when your coverage will become active, and your ID cards are sent one to two weeks from that activation date.

Speaker speaker\_1: Okay. Um, my question to you, because I spoke to him and he said we should be able to have it done excuse me. I'm on co- I am so sorry about that.

Speaker speaker\_0: No, you're fine.

Speaker speaker\_1: I don't know what's wrong with my throat. Um, I'm on COBRA as we speak, and my policy is ending at the end of this month because I told them I was switching over with my employee. Um, will it be... Will I have insurance by November 28th? I mean, November, excuse me, February 28th?

Speaker speaker\_0: Um, typically the enrollment process takes one to two weeks. I don't want to tell you yes and then it not be active by that date. It's all, it's typically up to the staffing company, so it's ac- it's up to Accuforce whenever they decide to make that deduction. Typically it takes one to two weeks, but sometimes it can take longer, so I don't, I wouldn't want to give you a yes or say yes to that question.

Speaker speaker\_1: Okay, so could I call and talk with Accuforce about this?

Speaker speaker\_0: Yes, ma'am. I'm just-

Speaker speaker\_1: Just to be on the safe side.

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay, so you are submitting now this today, correct?

Speaker speaker\_0: Yes, ma'am. I've already got it fed- I already got it processing.

Speaker speaker\_1: Okay, I'll give them a little while and then I'll give them a call about it because I don't want to have to pay COBRA again. That's way too much.

Speaker speaker\_0: I understand. So I do want to let you know with the medical card, if you wanted a physical copy once your coverage com- becomes active, you want to call in and request it. Otherwise, it's only sent via email.

Speaker speaker\_1: Okay, that'd be fine. All righty, sir. Well, thank you for your help.

Speaker speaker\_0: No problem. Was there anything else that I can help you with today?

Speaker speaker\_1: No, sir. That is it.

Speaker speaker\_0: If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker\_1: Bye.