

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi. I was calling to get dental insurance. What staffing company do you work for? Um, Cooper Tire, Hamilton Riker, Goodyear. Say that again, sir. Um, Goodyear. I need to know the staffing company you went through to get that job. Um, Hamilton Riker. Yeah. What's the last four of your social? 0729. First name? Jesse. Last name? Robinson. For security purposes, can you verify your address and date of birth for me? You said what? For security purposes, can you verify your address and date of birth for me? 20034 Th█ Road, Aberdeen, Mississippi 39730. And 05... 09805 is my birthday. Thank you. So we got here a phone number of 166-230-4059. No, that's not my number. Well, what's a good phone number for you? 662-304-0595. You said 862-304-0595? 662-304-0595. You said 662-304-0595? Yeah, did you say 662? Yes. So we got here email at jessejrobinson9@gmail.com? No, that's my old email. What was the new email for you? Um, jesserobinson9805@gmail.com. You're saying jesserobinson9805 at? At gmail.com. Okay. And you said you just wanna get enrolled into the dental insurance? Yes, sir. And that's it? Yes, sir. I already have, um, health insurance, right? No, sir. It doesn't look like you enrolled in anything. I thought I had health insurance, medical insurance. No, sir. It didn't show that you enrolled in anything. So I don't have medical where I, where I can go to the doctor and stuff? No, sir. Oh, I wanna, I want to get it too then. Right. So with the medical they offer you two different plans, the VIP Standard and the VIP Classic. They both cover doctors, hospitals and prescriptions. The only difference between the two is with the Classic it gives you more in the hospital benefit. I want the best of the best. I wouldn't be able to make any recommendations, sir, unfortunately. So they do, and they also do offer you the MEC TeleRx, which is, isn't included in the VIP plan. That gives like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. And also gives you access to free Rx, gives you access to over 800 acute and chronic medications. And then they offer you the MEC Enhanced, which combines the preventative care with the VIP plan, so you have both in one plan. Or you can purchase them both. Can, can you, um, break them down for me? What do you mean? Can you, um, tell me what's different on the two different plans? So the MEC covers preventative stuff. The VIP covers doctors, hospitals and pres- prescriptions. So it's not the same- I want the, I want, I want the, I want the doctor, the hospital in, I want that one. Okay. So you are able to get it, and I was saying the MEC Enhanced combines both the preventative care with that plan. Can the... I got... Oh, did you say the VIP and the, and the what? So both VIP plans cover doctors, hospitals and prescriptions. The only difference between the two is with the Classic it gives you more in the hospital benefits. Well, let me get the Classic then. Is the Classic the best one? I wouldn't be able to make any recommendations, sir. And as I was saying, the MEC Enhanced combines the preventative care with the doctors, hospitals and prescriptions. Or

you can get them both separate. Um, I'll just get the Classic. Right. So it does, the Classic and the Dental, selecting your total will be \$21.95. That'll be deducted weekly. We authorize your employer to make these deductions. It's \$21 without an error check? Yes, sir. But just the dental, or is we doing dental right now or health? Just medical. Or medical. Uh, is, is, with my dental, can I... 'Cause I, I have a chipped tooth and stuff on my teeth. I want, like, that, I'm getting insurance so I can go to the dentist and get that fixed. I wouldn't be able to tell you what's covered because we're not the pa... we're not the carrier. We're just the plan administrator. Yes. Is that a yes, sir? I said okay. So do you still want to get enrolled? Yes, I still want dental. So with the medical, do you still want the medical as well? Yes, sir. All right. So when both of those selected, your total's going to be \$21.95. That'll be deducted weekly. Okay. 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. And then your ID card is sent one to two weeks from the activation date. I will get a card in the mail? Yes, sir. And if you need a digital copy, I would recommend calling back around Thursday or Friday of the week that your coverage becomes active. And also, if you wanted a physical medical card, you would have to call and request it once your coverage becomes active. Otherwise, this one is sent via email. Okay, thank you. No problem, Mr. Robinson. Was there anything else I can help you with today? No, sir. That's all. All right. Thanks for calling Benefits in the Car. Hope you have a great rest of your week. All right. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Hi. I was calling to get dental insurance.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Um, Cooper Tire, Hamilton Riker, Goodyear.

Speaker speaker_0: Say that again, sir.

Speaker speaker_1: Um, Goodyear.

Speaker speaker_0: I need to know the staffing company you went through to get that job.

Speaker speaker_1: Um, Hamilton Riker.

Speaker speaker_0: Yeah. What's the last four of your social?

Speaker speaker_1: 0729.

Speaker speaker_0: First name?

Speaker speaker_1: Jesse.

Speaker speaker_0: Last name?

Speaker speaker_1: Robinson.

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

Speaker speaker_1: You said what?

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

Speaker speaker_1: 20034

Speaker speaker_2: Th█ Road, Aberdeen, Mississippi 39730. And 05... 09805 is my birthday.

Speaker speaker_0: Thank you. So we got here a phone number of 166-230-4059.

Speaker speaker_1: No, that's not my number.

Speaker speaker_0: Well, what's a good phone number for you?

Speaker speaker_1: 662-304-0595.

Speaker speaker_0: You said 862-304-0595?

Speaker speaker_1: 662-304-0595.

Speaker speaker_0: You said 662-304-0595?

Speaker speaker_1: Yeah, did you say 662?

Speaker speaker_0: Yes. So we got here email at jessejrobinson9@gmail.com?

Speaker speaker_1: No, that's my old email.

Speaker speaker_0: What was the new email for you?

Speaker speaker_1: Um, jesserobinson9805@gmail.com.

Speaker speaker_0: You're saying jesserobinson9805 at?

Speaker speaker_1: At gmail.com.

Speaker speaker_0: Okay. And you said you just wanna get enrolled into the dental insurance?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And that's it?

Speaker speaker_1: Yes, sir. I already have, um, health insurance, right?

Speaker speaker_0: No, sir. It doesn't look like you enrolled in anything.

Speaker speaker_1: I thought I had health insurance, medical insurance.

Speaker speaker_0: No, sir. It didn't show that you enrolled in anything.

Speaker speaker_1: So I don't have medical where I, where I can go to the doctor and stuff?

Speaker speaker_0: No, sir.

Speaker speaker_1: Oh, I wanna, I want to get it too then.

Speaker speaker_0: Right. So with the medical they offer you two different plans, the VIP Standard and the VIP Classic. They both cover doctors, hospitals and prescriptions. The only difference between the two is with the Classic it gives you more in the hospital benefit.

Speaker speaker_1: I want the best of the best.

Speaker speaker_0: I wouldn't be able to make any recommendations, sir, unfortunately. So they do, and they also do offer you the MEC TeleRx, which is, isn't included in the VIP plan. That gives like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. And also gives you access to free Rx, gives you access to over 800 acute and chronic medications. And then they offer you the MEC Enhanced, which combines the preventative care with the VIP plan, so you have both in one plan. Or you can purchase them both.

Speaker speaker_1: Can, can you, um, break them down for me?

Speaker speaker_0: What do you mean?

Speaker speaker_1: Can you, um, tell me what's different on the two different plans?

Speaker speaker_0: So the MEC covers preventative stuff. The VIP covers doctors, hospitals and pre- prescriptions. So it's not the same-

Speaker speaker_1: I want the, I want, I want the, I want the doctor, the hospital in, I want that one.

Speaker speaker_0: Okay. So you are able to get it, and I was saying the MEC Enhanced combines both the preventative care with that plan.

Speaker speaker_1: Can the... I got... Oh, did you say the VIP and the, and the what?

Speaker speaker_0: So both VIP plans cover doctors, hospitals and prescriptions. The only difference between the two is with the Classic it gives you more in the hospital benefits.

Speaker speaker_1: Well, let me get the Classic then. Is the Classic the best one?

Speaker speaker_0: I wouldn't be able to make any recommendations, sir. And as I was saying, the MEC Enhanced combines the preventative care with the doctors, hospitals and prescriptions. Or you can get them both separate.

Speaker speaker_1: Um, I'll just get the Classic.

Speaker speaker_0: Right. So it does, the Classic and the Dental, selecting your total will be \$21.95. That'll be deducted weekly. We authorize your employer to make these deductions.

Speaker speaker_1: It's \$21 without an error check?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: But just the dental, or is we doing dental right now or health?

Speaker speaker_0: Just medical.

Speaker speaker_1: Or medical. Uh, is, is, with my dental, can I... 'Cause I, I have a chipped tooth and stuff on my teeth. I want, like, that, I'm getting insurance so I can go to the dentist and get that fixed.

Speaker speaker_0: I wouldn't be able to tell you what's covered because we're not the pa... we're not the carrier. We're just the plan administrator.

Speaker speaker_1: Yes.

Speaker speaker_0: Is that a yes, sir?

Speaker speaker_1: I said okay.

Speaker speaker_0: So do you still want to get enrolled?

Speaker speaker_1: Yes, I still want dental.

Speaker speaker_0: So with the medical, do you still want the medical as well?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right. So when both of those selected, your total's going to be \$21.95. That'll be deducted weekly.

Speaker speaker_1: Okay.

Speaker speaker_0: 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. And then your ID card is sent one to two weeks from the activation date.

Speaker speaker_1: I will get a card in the mail?

Speaker speaker_0: Yes, sir. And if you need a digital copy, I would recommend calling back around Thursday or Friday of the week that your coverage becomes active. And also, if you wanted a physical medical card, you would have to call and request it once your coverage becomes active. Otherwise, this one is sent via email.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem, Mr. Robinson. Was there anything else I can help you with today?

Speaker speaker_1: No, sir. That's all.

Speaker speaker_0: All right. Thanks for calling Benefits in the Car. Hope you have a great rest of your week.

Speaker speaker_1: All right. You too.

Speaker speaker_0: Thank you.