

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits and a card. This is Malcolm. How can I help you? Hey, Malcolm. Um, I had some questions before activating my card I was hoping you could help me with. Hey, how can I help you? Just so you know, I do have limited information because we're not a carrier. We're just a plan administrator. Okay. Um, so full disclosure, I got the email from Penny saying, like, tomorrow is the last day to register for that, so I just wanted to make sure some things were covered before, um, signing up for benefits with a card, um, on the off chance that I need to do Penny instead. Do you have info about, like, coverage or no? What staff of the company do you work for? Um, Interhealth. Let me... Uh, that's not... Is there another name? Oh, uh, Creative Circle. Sorry. Thank you. I can send you a benefits guide, if you'd like. What's the last four of your social number? Um, 6988. First name? Jessica. Are you a brand new hire? I'm a spouse of an employee. Oh. All right. Let's see. We'll see. I can still send it to your email. Okay. Um, can I give you my email 'cause I think it's gonna send it to my husband. Sure. And what's your name? My name's Jessica. All right. And what's a good email for you? J as in Jessica H-O-P-E K-M-E-R @gmail.com. Can you say JHopeKMER@gmail.com? Yep. You... So I just sent that to your email because you confirmed that you received it. Um, let me check real quick. Also, too... So, like, um, is this only for, like, telehealth stuff or can I, like, actually go in person- Yes, ma'am. ... and see a doctor? Yes, ma'am. Yeah, this offer is telehealth, but you can... It is for physical health as well, like in- in-person visits. Oh, cool. Yeah, honestly, we're gearing up to start a family, so I'm mostly just, um, concerned about, like, prenatal care stuff through the benefits and a card. Um- Could you say that one more time? I was mostly concerned about, like, prenatal care, um- Mm-hmm. ... for this. We're gearing up to, like, start a family soon, so I wanted to make sure I could still do that with benefits and a card and not traditional coverage, you know? Yes, ma'am. I did get, I did get your email. Okay. So I'm gonna click that. Yeah, it looks like I have the whole document as a PDF I can look through. Yes, ma'am. And looks like their open enrollment ends February 1st. Yeah. Um, and then do you... I guess I'll just read through the... It's 20 page... It's 20 pages, wow. Um- Yeah, so- Prenatal care- ... for the first 40. Oh, go ahead. Yeah, is... Do you know offhand if prenatal care is covered at all? I wouldn't know. The only, only information that I would have is what's inside the benefits guide. Okay. Well, then I'll- It doesn't, it doesn't really go into specifics. I can give you a phone number if you want the specifics for American Public Life because they are the, um, carrier for medical. Uh-huh. Yeah. Yeah, that would actually be great. Let me grab, like, a pen and paper real quick to write that down. All right. You can go ahead and give me that number if you wouldn't mind. All right. So her name is Sandra. She works for American Public Life. Her phone number will be 601-936-3287. All right. Thank you so much. That's very helpful. No problem. And I have one more phone number if she, if you're not able

to get her on the phone either. Okay. Her name is Dolethea. Her phone number will be- It's Dolethea with a D? Yes, ma'am. It's D as in dog. Yes, ma'am. Dolethea. And her, and her phone number will be 601-936-3290. Awesome. Thank you so much. That was very helpful. No problem at all, Jessica. No problem. All right. That's what I'm here for. Awesome. Is there anything else I can help you with today? Nope. All right. Well, thanks for calling Benefits and a Card. I hope you have a great rest of your day. And you do the same. Bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: ... benefits and a card. This is Malcolm. How can I help you?

Speaker speaker_2: Hey, Malcolm. Um, I had some questions before activating my card I was hoping you could help me with.

Speaker speaker_1: Hey, how can I help you? Just so you know, I do have limited information because we're not a carrier. We're just a plan administrator.

Speaker speaker_2: Okay. Um, so full disclosure, I got the email from Penny saying, like, tomorrow is the last day to register for that, so I just wanted to make sure some things were covered before, um, signing up for benefits with a card, um, on the off chance that I need to do Penny instead. Do you have info about, like, coverage or no?

Speaker speaker_1: What staff of the company do you work for?

Speaker speaker_2: Um, Interhealth.

Speaker speaker_1: Let me... Uh, that's not... Is there another name?

Speaker speaker_2: Oh, uh, Creative Circle. Sorry.

Speaker speaker_1: Thank you. I can send you a benefits guide, if you'd like. What's the last four of your social number?

Speaker speaker_2: Um, 6988.

Speaker speaker_1: First name?

Speaker speaker_2: Jessica.

Speaker speaker_1: Are you a brand new hire?

Speaker speaker_2: I'm a spouse of an employee.

Speaker speaker_1: Oh. All right. Let's see. We'll see. I can still send it to your email.

Speaker speaker_2: Okay. Um, can I give you my email 'cause I think it's gonna send it to my husband.

Speaker speaker_1: Sure. And what's your name?

Speaker speaker_2: My name's Jessica.

Speaker speaker_1: All right. And what's a good email for you?

Speaker speaker_2: J as in Jessica H-O-P-E K-M-E-R @gmail.com.

Speaker speaker_1: Can you say JHopeKMER@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: You... So I just sent that to your email because you confirmed that you received it.

Speaker speaker_2: Um, let me check real quick. Also, too... So, like, um, is this only for, like, telehealth stuff or can I, like, actually go in person-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: ... and see a doctor?

Speaker speaker_1: Yes, ma'am. Yeah, this offer is telehealth, but you can... It is for physical health as well, like in- in-person visits.

Speaker speaker_2: Oh, cool. Yeah, honestly, we're gearing up to start a family, so I'm mostly just, um, concerned about, like, prenatal care stuff through the benefits and a card. Um-

Speaker speaker_1: Could you say that one more time?

Speaker speaker_2: I was mostly concerned about, like, prenatal care, um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... for this. We're gearing up to, like, start a family soon, so I wanted to make sure I could still do that with benefits and a card and not traditional coverage, you know?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: I did get, I did get your email.

Speaker speaker_1: Okay.

Speaker speaker_2: So I'm gonna click that. Yeah, it looks like I have the whole document as a PDF I can look through.

Speaker speaker_1: Yes, ma'am. And looks like their open enrollment ends February 1st.

Speaker speaker_2: Yeah. Um, and then do you... I guess I'll just read through the... It's 20 page... It's 20 pages, wow. Um-

Speaker speaker_1: Yeah, so-

Speaker speaker_2: Prenatal care-

Speaker speaker_1: ... for the first 40. Oh, go ahead.

Speaker speaker_2: Yeah, is... Do you know offhand if prenatal care is covered at all?

Speaker speaker_1: I wouldn't know. The only, only information that I would have is what's inside the benefits guide.

Speaker speaker_2: Okay. Well, then I'll-

Speaker speaker_1: It doesn't, it doesn't really go into specifics. I can give you a phone number if you want the specifics for American Public Life because they are the, um, carrier for medical.

Speaker speaker_2: Uh-huh. Yeah. Yeah, that would actually be great. Let me grab, like, a pen and paper real quick to write that down. All right. You can go ahead and give me that number if you wouldn't mind.

Speaker speaker_1: All right. So her name is Sandra. She works for American Public Life. Her phone number will be 601-936-3287.

Speaker speaker_2: All right. Thank you so much. That's very helpful.

Speaker speaker_1: No problem. And I have one more phone number if she, if you're not able to get her on the phone either.

Speaker speaker_2: Okay.

Speaker speaker_1: Her name is Dolethea. Her phone number will be-

Speaker speaker_2: It's Dolethea with a D?

Speaker speaker_1: Yes, ma'am. It's D as in dog. Yes, ma'am.

Speaker speaker_2: Dolethea.

Speaker speaker_1: And her, and her phone number will be 601-936-3290.

Speaker speaker_2: Awesome. Thank you so much. That was very helpful.

Speaker speaker_1: No problem at all, Jessica. No problem.

Speaker speaker_2: All right.

Speaker speaker_1: That's what I'm here for.

Speaker speaker_2: Awesome.

Speaker speaker_1: Is there anything else I can help you with today?

Speaker speaker_2: Nope.

Speaker speaker_1: All right. Well, thanks for calling Benefits and a Card. I hope you have a great rest of your day.

Speaker speaker_2: And you do the same. Bye.

Speaker speaker_1: Thank you. Bye.