

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... to call on benefits on a card. This is Malcolm. How can I help you? Hi, Malcolm. I am calling to see if you could give me the information about my benefits and how I can access them. I've never had to use them before and so now, um, I need them and I, I'm gonna be honest with you, I have no idea what I have or w- how I can access them. All right. What staffing company do you work for? MAU. What's the last four of your social? 0968. First name? Uh, Raymond. I think it's under Raymond. It should be under Raymond. Last name? I go by M- Warner. Yeah. It's just under Raymond. For security purposes, can you verify your address and date of birth for me? Ooh, what address do they have on there? Hopefully it's my new one. 560 Polaris Way, Summerville, South Carolina. Yes, sir. Can you hear me? Yes, sir. And your date of birth? 2/24/92. Yes, sir. That's the address and that is... Thank you. So we got to get phone number. 864-546-0417. That's correct. And your email's raymondwarner843@gmail.com. That's correct. Thank you. So you say your ID card was sent to you? I don't know if I ever received them before. Were they emailed? Like I said, I didn't really pay attention- Yes, sir. Yes, sir. Since you never called in requesting them, they'll be... They should have been sent to your email account. Well, let me look at my email box and see. I can request that a physical copy be sent to your home, as well as, in an email. Okay, that'd be great. I can send them- And also- ... send them again because it looks like your coverage has been active- Yeah, that'd be- ... for a while. Yeah. I'm... Like I said, I've never used and now I need it, and I... I don't even know what I have because I tried to give them some card, but I don't think it said "Benefits" on the card. So I don't... I don't know. It was... So you have a card that says American Public Life on it? Uh, let me see what this card says. I appreciate your help. No problem. I guess there's a MetLife for vision. Yeah. So you got your vision card. I can send you your medical card. Um, and then the other one I have... find it here. There's another one. What should I do with it? Uh, what should I do with that? Mm. I can't... Okay. I took it out of the- You mind if I put you on a brief hold while I get that digital... while I get that card for you? That's fine and I'll look for that other one. I know I have it here somewhere, I think. All right. Thank you. You there, Mr. Warner? Yeah, I'm here. All right. So I just sent that medical card to your email. Your physical card will take one to two weeks to get to you in the mail. And you said at the Raymond Warner... Yep, just got it. Um, I do have a American Public Life card. What is that for? What is that card? It says group management- That's the- And that... That- It might be your medical card. No, it says here, policy/... But I didn't get- S- S- Let me see. With the one you just sent me, it looks like... Right. So if it's the one I just sent in your email, then it's your medical card. Okay. That's... That is it. That's the same card? Let's see. So does this- Yeah. Go ahead. This covers for prescriptions and everything else? It covers doctors, hospitals and prescriptions. Okay, 'cause when I gave it to the pharmacy, they told me, "This

doesn't have anything on it." Where is this s- prescription? Is that that PharmaVal on the back? VIN number, group number? Yes, sir. Yes, sir, it's PharmaVal. Okay. Now let me ask you this. Is there a way to log in online to see your stuff? Uh, that will be something you'll have to get from EMU. I wouldn't be able to supply you with the login information. The login information for my benefits? Yes, sir. That's something you'll have to get from EMU. Okay. S- so you can't tell me what benefits I s- selected or anything? Oh, yeah, I can. You have the Medical and the Vision, the two cards that you have. Right, but which... Do you know what plan I have? 'Cause I'm trying to go through this book here and I can't remember what I selected, 'cause there's the StayHealthy, the InSure Plus. I don't know which one I have. You have the InSure Plus basic and and the Vision. Okay, so InSure Plus, tt- tt- tt- that's costing me \$17. Okay. Um, does that include any of the StayHealthy MEC enhanced? No, sir. That's a separate medical plan. Okay, that was sep- Okay, I see, that was separate, okay. So I just have the InSure Plus, which is... Okay. And the Vision. Okay. And, uh, um, you might not know this either, is there an open enrollment period or anything if you wanted to change it right now, or how does that work? Yes, sir. You guys are in open enrollment right now until February 1st. Until February 1st? Okay. Mm-hmm. All right. Well, thank you for that information. No problem, Mr. Warner. Was there anything else I can help you with today? N- that's it. Thank you. No problem. Thanks for calling Benefits in the Car, hope you have a great rest of your day. All right. Thank you. Bye. Bye.

Conversation Format

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

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

Speaker speaker_2: Hi, Malcolm. I am calling to see if you could give me the information about my benefits and how I can access them. I've never had to use them before and so now, um, I need them and I, I'm gonna be honest with you, I have no idea what I have or w- how I can access them.

Speaker speaker_1: All right. What staffing company do you work for?

Speaker speaker_2: MAU.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: 0968.

Speaker speaker_1: First name?

Speaker speaker_2: Uh, Raymond. I think it's under Raymond. It should be under Raymond.

Speaker speaker_1: Last name?

Speaker speaker_2: I go by M- Warner.

Speaker speaker_1: Yeah. It's just under Raymond. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Ooh, what address do they have on there? Hopefully it's my new one. 560 Polaris Way, Summerville, South Carolina.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Can you hear me?

Speaker speaker_1: Yes, sir. And your date of birth?

Speaker speaker_2: 2/24/92.

Speaker speaker_1: Yes, sir. That's the address and that is... Thank you. So we got to get phone number. 864-546-0417.

Speaker speaker_2: That's correct.

Speaker speaker_1: And your email's raymondwarner843@gmail.com.

Speaker speaker_2: That's correct.

Speaker speaker_1: Thank you. So you say your ID card was sent to you?

Speaker speaker_2: I don't know if I ever received them before. Were they emailed? Like I said, I didn't really pay attention-

Speaker speaker_1: Yes, sir. Yes, sir. Since you never called in requesting them, they'll be... They should have been sent to your email account.

Speaker speaker_2: Well, let me look at my email box and see.

Speaker speaker_1: I can request that a physical copy be sent to your home, as well as, in an email.

Speaker speaker_2: Okay, that'd be great.

Speaker speaker_1: I can send them-

Speaker speaker_2: And also-

Speaker speaker_1: ... send them again because it looks like your coverage has been active-

Speaker speaker_2: Yeah, that'd be-

Speaker speaker_1: ... for a while.

Speaker speaker_2: Yeah. I'm... Like I said, I've never used and now I need it, and I... I don't even know what I have because I tried to give them some card, but I don't think it said "Benefits" on the card. So I don't... I don't know. It was...

Speaker speaker_1: So you have a card that says American Public Life on it?

Speaker speaker_2: Uh, let me see what this card says. I appreciate your help.

Speaker speaker_1: No problem.

Speaker speaker_2: I guess there's a MetLife for vision.

Speaker speaker_1: Yeah. So you got your vision card. I can send you your medical card.

Speaker speaker_2: Um, and then the other one I have... find it here. There's another one. What should I do with it? Uh, what should I do with that? Mm. I can't... Okay. I took it out of the-

Speaker speaker_1: You mind if I put you on a brief hold while I get that digital... while I get that card for you?

Speaker speaker_2: That's fine and I'll look for that other one. I know I have it here somewhere, I think.

Speaker speaker_1: All right. Thank you. You there, Mr. Warner?

Speaker speaker_2: Yeah, I'm here.

Speaker speaker_1: All right. So I just sent that medical card to your email. Your physical card will take one to two weeks to get to you in the mail.

Speaker speaker_2: And you said at the Raymond Warner... Yep, just got it. Um, I do have a American Public Life card.

Speaker speaker_1: What is that for?

Speaker speaker_2: What is that card?

Speaker speaker_1: It says group management-

Speaker speaker_2: That's the-

Speaker speaker_1: And that... That-

Speaker speaker_2: It might be your medical card. No, it says here, policy/...

Speaker speaker_1: But I didn't get-

Speaker speaker_2: S- S- Let me see. With the one you just sent me, it looks like...

Speaker speaker_1: Right. So if it's the one I just sent in your email, then it's your medical card.

Speaker speaker_2: Okay. That's... That is it. That's the same card?

Speaker speaker_1: Let's see.

Speaker speaker_2: So does this-

Speaker speaker_1: Yeah. Go ahead.

Speaker speaker_2: This covers for prescriptions and everything else?

Speaker speaker_1: It covers doctors, hospitals and prescriptions.

Speaker speaker_2: Okay, 'cause when I gave it to the pharmacy, they told me, "This doesn't have anything on it." Where is this s- prescription? Is that that PharmaVal on the back? VIN number, group number?

Speaker speaker_1: Yes, sir. Yes, sir, it's PharmaVal.

Speaker speaker_2: Okay. Now let me ask you this. Is there a way to log in online to see your stuff?

Speaker speaker_1: Uh, that will be something you'll have to get from EMU. I wouldn't be able to supply you with the login information.

Speaker speaker_2: The login information for my benefits?

Speaker speaker_1: Yes, sir. That's something you'll have to get from EMU.

Speaker speaker_2: Okay. S- so you can't tell me what benefits I s- selected or anything?

Speaker speaker_1: Oh, yeah, I can. You have the Medical and the Vision, the two cards that you have.

Speaker speaker_2: Right, but which... Do you know what plan I have? 'Cause I'm trying to go through this book here and I can't remember what I selected, 'cause there's the StayHealthy, the InSure Plus. I don't know which one I have.

Speaker speaker_1: You have the InSure Plus basic and and the Vision.

Speaker speaker_2: Okay, so InSure Plus, tt- tt- tt- that's costing me \$17. Okay. Um, does that include any of the StayHealthy MEC enhanced?

Speaker speaker_1: No, sir. That's a separate medical plan.

Speaker speaker_2: Okay, that was sep- Okay, I see, that was separate, okay. So I just have the InSure Plus, which is... Okay.

Speaker speaker_1: And the Vision.

Speaker speaker_2: Okay. And, uh, um, you might not know this either, is there an open enrollment period or anything if you wanted to change it right now, or how does that work?

Speaker speaker_1: Yes, sir. You guys are in open enrollment right now until February 1st.

Speaker speaker_2: Until February 1st? Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: All right. Well, thank you for that information.

Speaker speaker_1: No problem, Mr. Warner. Was there anything else I can help you with today?

Speaker speaker_2: N- that's it. Thank you.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Car, hope you have a great rest of your day.

Speaker speaker_2: All right. Thank you. Bye.

Speaker speaker_1: Bye.