

## Transcript: Malcolm

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### Full Transcript

... going to finish sending cards. This is Matt. How can I help you? Um, yes, I was calling because I got this with my employer. They were, they were asking me to sign up for my benefits or whatever, but I was... I think I was looking for some type of coverage. I don't know if there's like a, a plan to cover or which one I need to select. I don't even know if y'all cover this question. What staffing company do you work for? Um, t-... Hold on. Let me see. It is- CRC Staffing? Yes, CRC. What was the last four of your Social? 0376. You said 0376? Uh-huh. First name? Brittany. You said Whitney? Brittany with a B. And you said the last four are 0376? Uh-huh. Hm. So are you a brand new hire? Yes, I start February 10th. Okay. So it doesn't look like they got you in the system yet. Yeah, so you just have some questions about the coverage? Yeah, so maybe... 'Cause I-... She told me to look over... She gave me the brochure last week. Yeah, I have some questions about a coverage. Maybe you could tell me if they cover it or not, so when I sign up, I know I can, um, I could choose which plan or you have a better understanding. I wouldn't be able to tell you what specifically is covered, because we're not the carrier. We're just a plan administrator. Only thing that I'll have is the benefits guide that she sent you as well. Okay, so who would I talk to about, like, coverage? So what is it for? Dental, medical, vision? Medical. Right, so your medical is through American Public Life and 90 Degree Benefits. It depends on which plan you get enrolled into. Okay. Do you have a number for them or no? Yes, ma'am, but-... So it depends... So which one... So it depends on which one you want to get enrolled into. Again, 90 Degree Benefits- Oh. ... covers the preventative care services. America Public Life cover the doctors, hospitals and prescriptions. So it'll be that one, the doctor, prescriptions. Right, so it'll be APL? Yes. Whenever you ready, I can give you a phone number. Okay, go ahead. I think her name is Sandra. Her phone number is 601-936-3287. 3-2-8-... So 601-936-3287? Yes, ma'am. Okay, thank you so much. No problem. And then there's another woman. Her name is Alicia. If you're not able to get Ms. Sandra on the phone, I can give you her phone number as well. Okay, give me one second. Let's see. Okay, let's see. Okay. Hm. Excuse me. So 601-936-3290. 3290. Okay, 601-936-3290. Yes, ma'am. Okay, thank you so much. No problem. You have a great day. Uh-huh.

### Conversation Format

Speaker speaker\_0: ... going to finish sending cards. This is Matt. How can I help you?

Speaker speaker\_1: Um, yes, I was calling because I got this with my employer. They were, they were asking me to sign up for my benefits or whatever, but I was... I think I was looking

for some type of coverage. I don't know if there's like a, a plan to cover or which one I need to select. I don't even know if y'all cover this question.

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: Um, t-... Hold on. Let me see. It is-

Speaker speaker\_0: CRC Staffing?

Speaker speaker\_1: Yes, CRC.

Speaker speaker\_0: What was the last four of your Social?

Speaker speaker\_1: 0376.

Speaker speaker\_0: You said 0376?

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: First name?

Speaker speaker\_1: Brittany.

Speaker speaker\_0: You said Whitney?

Speaker speaker\_1: Brittany with a B.

Speaker speaker\_0: And you said the last four are 0376?

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: Hm. So are you a brand new hire?

Speaker speaker\_1: Yes, I start February 10th.

Speaker speaker\_0: Okay. So it doesn't look like they got you in the system yet. Yeah, so you just have some questions about the coverage?

Speaker speaker\_1: Yeah, so maybe... 'Cause I-... She told me to look over... She gave me the brochure last week. Yeah, I have some questions about a coverage. Maybe you could tell me if they cover it or not, so when I sign up, I know I can, um, I could choose which plan or you have a better understanding.

Speaker speaker\_0: I wouldn't be able to tell you what specifically is covered, because we're not the carrier. We're just a plan administrator. Only thing that I'll have is the benefits guide that she sent you as well.

Speaker speaker\_1: Okay, so who would I talk to about, like, coverage?

Speaker speaker\_0: So what is it for? Dental, medical, vision?

Speaker speaker\_1: Medical.

Speaker speaker\_0: Right, so your medical is through American Public Life and 90 Degree Benefits. It depends on which plan you get enrolled into.

Speaker speaker\_1: Okay. Do you have a number for them or no?

Speaker speaker\_0: Yes, ma'am, but... So it depends... So which one... So it depends on which one you want to get enrolled into. Again, 90 Degree Benefits-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... covers the preventative care services. America Public Life cover the doctors, hospitals and prescriptions.

Speaker speaker\_1: So it'll be that one, the doctor, prescriptions.

Speaker speaker\_0: Right, so it'll be APL?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Whenever you ready, I can give you a phone number.

Speaker speaker\_1: Okay, go ahead.

Speaker speaker\_0: I think her name is Sandra. Her phone number is 601-936-3287.

Speaker speaker\_1: 3-2-8-... So 601-936-3287?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay, thank you so much.

Speaker speaker\_0: No problem. And then there's another woman. Her name is Alicia. If you're not able to get Ms. Sandra on the phone, I can give you her phone number as well.

Speaker speaker\_1: Okay, give me one second. Let's see. Okay, let's see. Okay.

Speaker speaker\_0: Hm. Excuse me. So 601-936-3290.

Speaker speaker\_1: 3290. Okay, 601-936-3290.

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay, thank you so much.

Speaker speaker\_0: No problem. You have a great day.

Speaker speaker\_1: Uh-huh.