

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Yeah, Malcolm, my name is Rebecca Hampton and I was wanting to know what exactly my insurances was and what my other options could be. What staffing company do you work for? I work for Amer- American Staff Corp in Claremore, Oklahoma. What's the last four of your social? Uh, 9787. And for security purposes, can you verify your address and date of birth for me? My date of birth is 09/08/74. My address is 12052 South Maple Avenue in Claremore. So we got your phone number, 918-261-4861? Correct. And your email is rebeccalynhampton@yahoo.com? Yeah, we're gonna change that. You're gonna change the email? What's your new email? Yeah it's gonna be B, as in boy, L, as in Lynn, H, as in Hampton, 74.B, as in boy, S, as in Smith, @gmail.com. Let's see. All right, so right now you have the MEC TeleRx plan and the VIP Plus. The TeleRx plan is a wellness che- I mean a preventative care plan. It's good for like wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services. And then the VIP Plus is good for doctors, hospitals and prescriptions. Okay. And so how much is that? Uh, uh, do you know how much that is a week, coming out of my- So it's 48, \$48.41. And what would the upgrade be if I went upper? So- You know. There wouldn't... So the only thing that will go up is the, yeah, the VIP, from the VIP Plus to the VIP XL. Okay. Or you can go from the MEC TeleRx to the MEC Enhanced, which combines the preventative care with the VIP plan. Okay, and how much is that? It'd be \$43.83. \$43.83, and that's better than what I have? Um, I wouldn't be able to make any recommendations. I was just letting you know the different plans that you go up, go up to. Okay. All right, so... Well, see, I don't know what I'm doing really. How, how do I get a card, like, you know, an insurance card? 'Cause I've only received one of those. So the medical one should have been s- should have been sent to your email. If you need a physical medical, you have to call in and request it. Okay. All right. And so one of those is like 90 degrees, right? Is that what it's called? Yes, ma'am, that's your prevent- that's your preventative care one. All right. Okay. So I think, I guess I can just leave it the way it is. Okay. I don't know. So you- Okay. So you want me to send you a medical card? Yes, please. Excuse me. Is the... No, that's okay. Is the address you have on file, is that a home or an apartment? It's my home. You don't have a PO box or anything like that? No, sir. Okay. And can you tell me the date that I started getting this insurance? Or is that somebody else's department? I can get that to you in one moment. Okay. It looks like your coverage started in... It says 1/1/24. 1/1/24? Looks like, let me see. It looks like, 'cause y'all... 'Cause it restart, it restarted. So you- Mm-hmm. It looks like you had it since 1/2/23, but then it re- it resets at 12/31/23, so then it start, it begins the new... You know, it rolls over. So it rolled over- Okay. ... on the change to 2024. All right. All right, and I just put in a request for those ID cards to be

sent to you. Please be advised it does take one to two weeks for them to get to you. Okay. Okay. Well, was there anything else that I can help you with today, Miss Rebecca? No, sir. I think you've been great. I appreciate your time. No problem. If there's nothing else, thanks for calling Benefits in the Cardroom. Hope you have a great rest of your week. You too. Thank you. Thank you. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_2: Yeah, Malcolm, my name is Rebecca Hampton and I was wanting to know what exactly my insurances was and what my other options could be.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: I work for Amer- American Staff Corp in Claremore, Oklahoma.

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

Speaker speaker_2: Uh, 9787.

Speaker speaker_1: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: My date of birth is 09/08/74. My address is 12052 South Maple Avenue in Claremore.

Speaker speaker_1: So we got your phone number, 918-261-4861?

Speaker speaker_2: Correct.

Speaker speaker_1: And your email is rebeccalynhampton@yahoo.com?

Speaker speaker_2: Yeah, we're gonna change that.

Speaker speaker_1: You're gonna change the email? What's your new email?

Speaker speaker_2: Yeah it's gonna be B, as in boy, L, as in Lynn, H, as in Hampton, 74.B, as in boy, S, as in Smith, @gmail.com.

Speaker speaker_1: Let's see. All right, so right now you have the MEC TeleRx plan and the VIP Plus. The TeleRx plan is a wellness che- I mean a preventative care plan. It's good for like wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services. And then the VIP Plus is good for doctors, hospitals and prescriptions.

Speaker speaker_2: Okay. And so how much is that? Uh, uh, do you know how much that is a week, coming out of my-

Speaker speaker_1: So it's 48, \$48.41.

Speaker speaker_2: And what would the upgrade be if I went upper?

Speaker speaker_1: So-

Speaker speaker_2: You know.

Speaker speaker_1: There wouldn't... So the only thing that will go up is the, yeah, the VIP, from the VIP Plus to the VIP XL.

Speaker speaker_2: Okay.

Speaker speaker_1: Or you can go from the MEC TeleRx to the MEC Enhanced, which combines the preventative care with the VIP plan.

Speaker speaker_2: Okay, and how much is that?

Speaker speaker_1: It'd be \$43.83.

Speaker speaker_2: \$43.83, and that's better than what I have?

Speaker speaker_1: Um, I wouldn't be able to make any recommendations. I was just letting you know the different plans that you go up, go up to.

Speaker speaker_2: Okay. All right, so... Well, see, I don't know what I'm doing really. How, how do I get a card, like, you know, an insurance card? 'Cause I've only received one of those.

Speaker speaker_1: So the medical one should have been s- should have been sent to your email. If you need a physical medical, you have to call in and request it.

Speaker speaker_2: Okay. All right. And so one of those is like 90 degrees, right? Is that what it's called?

Speaker speaker_1: Yes, ma'am, that's your prevent- that's your preventative care one.

Speaker speaker_2: All right. Okay. So I think, I guess I can just leave it the way it is.

Speaker speaker_1: Okay.

Speaker speaker_2: I don't know.

Speaker speaker_1: So you-

Speaker speaker_2: Okay.

Speaker speaker_1: So you want me to send you a medical card?

Speaker speaker_2: Yes, please.

Speaker speaker_1: Excuse me. Is the...

Speaker speaker_2: No, that's okay.

Speaker speaker_1: Is the address you have on file, is that a home or an apartment?

Speaker speaker_2: It's my home.

Speaker speaker_1: You don't have a PO box or anything like that?

Speaker speaker_2: No, sir.

Speaker speaker_1: Okay.

Speaker speaker_2: And can you tell me the date that I started getting this insurance? Or is that somebody else's department?

Speaker speaker_1: I can get that to you in one moment.

Speaker speaker_2: Okay.

Speaker speaker_1: It looks like your coverage started in... It says 1/1/24.

Speaker speaker_2: 1/1/24?

Speaker speaker_1: Looks like, let me see. It looks like, 'cause y'all... 'Cause it restart, it restarted. So you-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: It looks like you had it since 1/2/23, but then it re- it resets at 12/31/23, so then it start, it begins the new... You know, it rolls over. So it rolled over-

Speaker speaker_2: Okay.

Speaker speaker_1: ... on the change to 2024.

Speaker speaker_2: All right.

Speaker speaker_1: All right, and I just put in a request for those ID cards to be sent to you. Please be advised it does take one to two weeks for them to get to you.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Well, was there anything else that I can help you with today, Miss Rebecca?

Speaker speaker_2: No, sir. I think you've been great. I appreciate your time.

Speaker speaker_1: No problem. If there's nothing else, thanks for calling Benefits in the Cardroom. Hope you have a great rest of your week.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Thank you. Bye.

Speaker speaker_2: Bye-bye.