

Transcript: Malcolm

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Full Transcript

Hey, it's the Town Benefits Aetna card. This is Malcolm. How can I help you? Hey, my name's, uh, Mark Koskey. I'm, uh, working for, um, Oxford, uh, Corp, and I, I'm trying to get, uh, figure out how to get, uh, enrolled in the benefits Aetna card. All right. What's the last four of your social? 1297. You said you work for Oxford? That is correct. Are you a brand new hire? Yes. All right, so I'm gonna have to add you in the system. What's your full social? 396801297. You said 396-80-1297? That is correct. Thank you. What's your first name? Mark. M-A-R-K? Yes. Last name? Koskey. K-O-S-K-E-Y. K-O-S- K-E-Y. Mm, address? Uh, 3025 Darling Road. How do you spell that? D-A-R-L-I-N-G. You said 3025 Darling Road? Yes. Is that a home or an apartment? That's a home. All right, and the city? Waukee, W-A-U-K-E-E. And the state? Iowa. Zip code? 50263. Date of birth? 03/08/66. Email? Mark@koskey.net. You said Mark@koskey.net? Yeah, my first name, and then the at sign and then, uh, Kos, my last name, and then.net. Phone number? Uh, 402-218-0237. You said 402-218-0237? Yes. That you? Mm-hmm. Okay. What type of coverage were you looking to get enrolled into? Um, oh, boy. I honestly wasn't sure. Okay. I didn't know there was, uh, different ones. I'm sorry. So they, they offer you medical, dental, short term disability, life insurance, vision, and permanent- Oh, oh, oh. Got it. Sorry. Okay, uh, medical and dental is really all I need. Okay. So for medical, they offer you three different plans. They offer you the EnsurePlus Basic, the EnsurePlus Enhanced, and the NEC TeleRx. So both Ensure plans, they cover doctors, hospitals, and prescriptions. The only difference between the two, with the EnsurePlus En- EnsurePlus Enhanced, it offers you more in a hospital benefit. With the NEC TeleRx, that's good for wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services. That doesn't include doctors, hospitals. Um, I'll do the, uh, uh, EnsurePlus Basic, then. Okay. Well, so dental and medical were the only things you're interested in? Um, yeah, and, uh, I'll do, I'll put vision in there, too. Okay. So with those three plans selected, your total will be \$23.79. That'll be deducted weekly. Okay. Do you authorize your employer to make these deductions? Yes. Yeah. Okay. Please be advised the enrollment process does take 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 your ID cards will be sent one to two weeks from the activation date. Okay. Sounds like a plan. Great, and I did wanna let you know if you wanted a physical medical card, you have to call and request it once the coverage becomes active. Otherwise, it's normally sent via email. Okay. All right. Well, is there anything else I can help you with today, Mr. Mark? Um, no, that's it. Thank you. No problem. Thanks for calling Benefits Aetna card. I hope you have a great rest of your week. All right. Thanks again. You, too. Thank you. Bye.

Conversation Format

Speaker speaker_0: Hey, it's the Town Benefits Aetna card. This is Malcolm. How can I help you?

Speaker speaker_1: Hey, my name's, uh, Mark Koskey. I'm, uh, working for, um, Oxford, uh, Corp, and I, I'm trying to get, uh, figure out how to get, uh, enrolled in the benefits Aetna card.

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

Speaker speaker_1: 1297.

Speaker speaker_0: You said you work for Oxford?

Speaker speaker_1: That is correct.

Speaker speaker_0: Are you a brand new hire?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, so I'm gonna have to add you in the system. What's your full social?

Speaker speaker_1: 396801297.

Speaker speaker_0: You said 396-80-1297?

Speaker speaker_1: That is correct.

Speaker speaker_0: Thank you. What's your first name?

Speaker speaker_1: Mark.

Speaker speaker_0: M-A-R-K?

Speaker speaker_1: Yes.

Speaker speaker_0: Last name?

Speaker speaker_1: Koskey. K-O-S-K-E-Y.

Speaker speaker_0: K-O-S-

Speaker speaker_1: K-E-Y.

Speaker speaker_0: Mm, address?

Speaker speaker_1: Uh, 3025 Darling Road.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: D-A-R-L-I-N-G.

Speaker speaker_0: You said 3025 Darling Road?

Speaker speaker_1: Yes.

Speaker speaker_0: Is that a home or an apartment?

Speaker speaker_1: That's a home.

Speaker speaker_0: All right, and the city?

Speaker speaker_1: Waukee, W-A-U-K-E-E.

Speaker speaker_0: And the state?

Speaker speaker_1: Iowa.

Speaker speaker_0: Zip code?

Speaker speaker_1: 50263.

Speaker speaker_0: Date of birth?

Speaker speaker_1: 03/08/'66.

Speaker speaker_0: Email?

Speaker speaker_1: Mark@koskey.net.

Speaker speaker_0: You said Mark@koskey.net?

Speaker speaker_1: Yeah, my first name, and then the at sign and then, uh, Kos, my last name, and then.net.

Speaker speaker_0: Phone number?

Speaker speaker_1: Uh, 402-218-0237.

Speaker speaker_0: You said 402-218-0237?

Speaker speaker_1: Yes.

Speaker speaker_0: That you?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. What type of coverage were you looking to get enrolled into?

Speaker speaker_1: Um, oh, boy. I honestly wasn't sure.

Speaker speaker_0: Okay.

Speaker speaker_1: I didn't know there was, uh, different ones. I'm sorry.

Speaker speaker_0: So they, they offer you medical, dental, short term disability, life insurance, vision, and permanent-

Speaker speaker_1: Oh, oh, oh. Got it. Sorry. Okay, uh, medical and dental is really all I need.

Speaker speaker_0: Okay. So for medical, they offer you three different plans. They offer you the EnsurePlus Basic, the EnsurePlus Enhanced, and the NEC TeleRx. So both Ensure

plans, they cover doctors, hospitals, and prescriptions. The only difference between the two, with the EnsurePlus En- EnsurePlus Enhanced, it offers you more in a hospital benefit. With the NEC TeleRx, that's good for wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services. That doesn't include doctors, hospitals.

Speaker speaker_1: Um, I'll do the, uh, uh, EnsurePlus Basic, then.

Speaker speaker_0: Okay. Well, so dental and medical were the only things you're interested in?

Speaker speaker_1: Um, yeah, and, uh, I'll do, I'll put vision in there, too.

Speaker speaker_0: Okay. So with those three plans selected, your total will be \$23.79. That'll be deducted weekly.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you authorize your employer to make these deductions?

Speaker speaker_1: Yes.

Speaker speaker_0: Yeah. Okay. Please be advised the enrollment process does take 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 your ID cards will be sent one to two weeks from the activation date.

Speaker speaker_1: Okay. Sounds like a plan.

Speaker speaker_0: Great, and I did wanna let you know if you wanted a physical medical card, you have to call and request it once the coverage becomes active. Otherwise, it's normally sent via email.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Well, is there anything else I can help you with today, Mr. Mark?

Speaker speaker_1: Um, no, that's it. Thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits Aetna card. I hope you have a great rest of your week.

Speaker speaker_1: All right. Thanks again. You, too. Thank you.

Speaker speaker_0: Bye.