

## Transcript: Malcolm

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits and the card. This is Malcolm, how can I help you? Hi, uh, I'm calling about the card. I need a card for, uh, me and my kid. What staffing company do you work for? Excuse me? What staffing company do you work for? Uh, WorkSource. Um, currently I'm working for Now Diagnostics. So last four of your social? Uh, 2-1-9-6. First name? Richard. Last name? King. For security purposes, can you verify address and date of birth for me? 6200 Watkins Avenue, B104. You said B104? Yeah, apartment B104. B- B-1-0-4. Thank you. And your date of birth? And your state, zip code- July... Uh, zip code is 72762 and, uh, date of birth July 24th, 1990. And the email... I mean, the phone number 417-396-7086? Yes. Okay. Email is richardmerkin@gmail.com? Yes. Yeah. Which ID card did you need? I need ID card for me and my kid, so uh, insurance card. Is it medical or vision? Yes. Whenever we go to a hospital ER, I need that card. Just so you know, you don't have coverage that covers that. The cover-the plan that you have is for w- preventative care services. It'd be good for that wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. That does not include doctors- Oh. ... hospitals or prescriptions. What it, what it covers again? Preventative services like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. How do I change my insurance so whenever I go to ER or, I don't know, walk-in clinic? So you guys are in open enrollment right now. I can get that change made for you. So they offer you... Yeah, I want my kid to be covered, yeah. For walk-ins, emg-r. So they offer you the VIP Standard, the VIP Classic, the VIP Plus and the VIP Pro. All four of these plans cover doctors, hospitals and there's some difference between the three. It comes with the hospital benefit. Okay. How do I change it? I can get you enrolled right now over the phone, sir. You would just have to tell me which plan you want. For you and a child, the standard would be \$27.35. The classic would be \$30.30. The plus would be \$51.41 and the VIP would be \$66.73. Okay, let's go with classical for \$30. Great. So you just want to add the medical and that's it? Yeah, just... Uh, I, I, honestly, I don't know the difference. It's just, when we go to ER or, I don't know, like walk-in clinic, it will be covered, right? I wouldn't be, I wouldn't be able to tell you what's covered and what's not but it does cover doctors, hospitals and prescriptions. Okay, well, I guess that's... I, I don't know honestly the difference. We'll... Let's, so the classic is, uh, the most popular, right? I wouldn't be able to... Recommendation, so the classic is just a medical plan. It covers doctors, hospitals and prescriptions. Hospitals and prescriptions? Doctors- Oh. Sorry, hospitals, doctors and prescriptions. Okay, let's, let's go with classic. I, I don't know. Yeah. I hope... Yeah. Uh, I- is it going to cover ER? It covers hospital. Emergency. Yes. Yeah, okay. Well, as long as it covers that, yeah. And it will be \$30 per month, right? Per week. Per week? Okay. Yes. These p- this coverage comes out weekly.

Okay. All right, so ... So my daughter will be covered the same, uh, under the same plan, right? Yes, sir. Okay, nice. Ugh. So they sent you an ID card to your email as well. Mm-hmm. And they sent you an ID card- So, um... ..to your email. Yeah, uh, my mail address is- If you want a physical copy, you would want to call them. They said- Yes, uh... .. you want a physical copy, you have to call the carrier directly. Uh, can you send me a digital version- Some numbers have- ... and also physical? Yes, sir. So I just sent you the digital one. If you want a physical one, you have to call them and request one direct. Okay. Okay, can... Yeah, can I get the r- digital version and then I will decide if I... Maybe I will just print- I've already s- I've already sent you the digital one, sir. Yeah. I sent it to your email. Mm-hmm, thank you. No problem, Mr. King. Was there anything else I could help you with today? Uh, no, you've been very helpful, thank you. Bye. No problem. Okay. Thanks for calling Benefits and... Oh. Yeah. So I do have to let you know, sir, that the changes do take one to two weeks to happen. So it is possibly- One to ...okay. ...to see the regular deductions. Yeah, you'll see the regular deductions under 28.97, but then you'll see the new change to \$59.27 after a couple weeks. Okay. All right. Sounds good. And if you wanted a physical copy of that card, you have to call and request it once the cover becomes active. Otherwise, it's going to . Yeah, I understand. Yep. Okay, thank you. Was there anything else I can help you with today, Mr. King? Nope. Thank you. Yeah, you've been very helpful, yeah. No problem. Okay . You have a great weekend. Mm-hmm. Okay, thank you. You too. Thank you. Bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: ... benefits and the card. This is Malcolm, how can I help you?

Speaker speaker\_2: Hi, uh, I'm calling about the card. I need a card for, uh, me and my kid.

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_2: Excuse me?

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_2: Uh, WorkSource. Um, currently I'm working for Now Diagnostics.

Speaker speaker\_1: So last four of your social?

Speaker speaker\_2: Uh, 2-1-9-6.

Speaker speaker\_1: First name?

Speaker speaker\_2: Richard.

Speaker speaker\_1: Last name?

Speaker speaker\_2: King.

Speaker speaker\_1: For security purposes, can you verify address and date of birth for me?

Speaker speaker\_2: 6200 Watkins Avenue, B104.

Speaker speaker\_1: You said B104?

Speaker speaker\_2: Yeah, apartment B104. B- B-1-0-4.

Speaker speaker\_1: Thank you. And your date of birth? And your state, zip code-

Speaker speaker\_2: July... Uh, zip code is 72762 and, uh, date of birth July 24th, 1990.

Speaker speaker\_1: And the email... I mean, the phone number 417-396-7086?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Email is richardmerkin@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Yeah. Which ID card did you need?

Speaker speaker\_2: I need ID card for me and my kid, so uh, insurance card.

Speaker speaker\_1: Is it medical or vision?

Speaker speaker\_2: Yes. Whenever we go to a hospital ER, I need that card.

Speaker speaker\_1: Just so you know, you don't have coverage that covers that. The cover-the plan that you have is for w- preventative care services. It'd be good for that wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. That does not include doctors-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... hospitals or prescriptions.

Speaker speaker\_2: What it, what it covers again?

Speaker speaker\_1: Preventative services like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services.

Speaker speaker\_2: How do I change my insurance so whenever I go to ER or, I don't know, walk-in clinic?

Speaker speaker\_1: So you guys are in open enrollment right now. I can get that change made for you. So they offer you...

Speaker speaker\_2: Yeah, I want my kid to be covered, yeah. For walk-ins, emg-r.

Speaker speaker\_1: So they offer you the VIP Standard, the VIP Classic, the VIP Plus and the VIP Pro. All four of these plans cover doctors, hospitals and there's some difference between the three. It comes with the hospital benefit.

Speaker speaker\_2: Okay. How do I change it?

Speaker speaker\_1: I can get you enrolled right now over the phone, sir. You would just have to tell me which plan you want. For you and a child, the standard would be \$27.35. The classic would be \$30.30. The plus would be \$51.41 and the VIP would be \$66.73.

Speaker speaker\_2: Okay, let's go with classical for \$30.

Speaker speaker\_1: Great. So you just want to add the medical and that's it?

Speaker speaker\_2: Yeah, just... Uh, I, I, honestly, I don't know the difference. It's just, when we go to ER or, I don't know, like walk-in clinic, it will be covered, right?

Speaker speaker\_1: I wouldn't be, I wouldn't be able to tell you what's covered and what's not but it does cover doctors, hospitals and prescriptions.

Speaker speaker\_2: Okay, well, I guess that's... I, I don't know honestly the difference. We'll... Let's, so the classic is, uh, the most popular, right?

Speaker speaker\_1: I wouldn't be able to... Recommendation, so the classic is just a medical plan. It covers doctors, hospitals and prescriptions.

Speaker speaker\_2: Hospitals and prescriptions?

Speaker speaker\_1: Doctors-

Speaker speaker\_2: Oh.

Speaker speaker\_1: Sorry, hospitals, doctors and prescriptions.

Speaker speaker\_2: Okay, let's, let's go with classic. I, I don't know. Yeah. I hope... Yeah. Uh, I- is it going to cover ER?

Speaker speaker\_1: It covers hospital.

Speaker speaker\_2: Emergency.

Speaker speaker\_1: Yes.

Speaker speaker\_2: Yeah, okay. Well, as long as it covers that, yeah. And it will be \$30 per month, right?

Speaker speaker\_1: Per week.

Speaker speaker\_2: Per week? Okay.

Speaker speaker\_1: Yes. These p- this coverage comes out weekly.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right, so ...

Speaker speaker\_2: So my daughter will be covered the same, uh, under the same plan, right?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay, nice. Ugh.

Speaker speaker\_1: So they sent you an ID card to your email as well.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And they sent you an ID card-

Speaker speaker\_2: So, um...

Speaker speaker\_1: ...to your email.

Speaker speaker\_2: Yeah, uh, my mail address is-

Speaker speaker\_1: If you want a physical copy, you would want to call them. They said-

Speaker speaker\_2: Yes, uh...

Speaker speaker\_1: ... you want a physical copy, you have to call the carrier directly.

Speaker speaker\_2: Uh, can you send me a digital version-

Speaker speaker\_1: Some numbers have-

Speaker speaker\_2: ... and also physical?

Speaker speaker\_1: Yes, sir. So I just sent you the digital one. If you want a physical one, you have to call them and request one direct.

Speaker speaker\_2: Okay. Okay, can... Yeah, can I get the r- digital version and then I will decide if I... Maybe I will just print-

Speaker speaker\_1: I've already s- I've already sent you the digital one, sir.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: I sent it to your email.

Speaker speaker\_2: Mm-hmm, thank you.

Speaker speaker\_1: No problem, Mr. King. Was there anything else I could help you with today?

Speaker speaker\_2: Uh, no, you've been very helpful, thank you. Bye.

Speaker speaker\_1: No problem.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Thanks for calling Benefits and... Oh.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: So I do have to let you know, sir, that the changes do take one to two weeks to happen. So it is possibly-

Speaker speaker\_2: One to ...okay.

Speaker speaker\_1: ...to see the regular deductions. Yeah, you'll see the regular deductions under 28.97, but then you'll see the new change to \$59.27 after a couple weeks.

Speaker speaker\_2: Okay. All right. Sounds good.

Speaker speaker\_1: And if you wanted a physical copy of that card, you have to call and request it once the cover becomes active. Otherwise, it's going to .

Speaker speaker\_2: Yeah, I understand. Yep. Okay, thank you.

Speaker speaker\_1: Was there anything else I can help you with today, Mr. King?

Speaker speaker\_2: Nope. Thank you. Yeah, you've been very helpful, yeah.

Speaker speaker\_1: No problem.

Speaker speaker\_2: Okay .

Speaker speaker\_1: You have a great weekend.

Speaker speaker\_2: Mm-hmm. Okay, thank you. You too.

Speaker speaker\_1: Thank you. Bye.