

## Transcript: Malcolm

Nash-4509090771681280-4613942952640512

### Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Uh, this is Mr. Booker. Uh, I returned your phone call. They called me this morning about insurance. You said someone called you this morning about insurance? Yes. Uh, I'm working for, uh, Surge Temp Service. You said someone from here called you? We just opened at eight o'clock. Are you sure yesterday? No, the phone... Uh, they called me about eight o'clock. A little after eight. Okay. You said you work for Surge? Yeah. My name is Russell Booker. What's the last four of your social? 6582. 6582? Yes. For security purposes, can you verify your address and date of birth for me? My birthday is, uh, 7/3/'61. My address is 17620 Franklin Drive, Granite Station, Virginia 22714. And date of birth? 7/3/'61. Thank you. So we got your phone number as 540-219-4794. Yes. And the email is rbooker011@gmail.com? Yes. Thank you. All right. So, it looks like they made an outbound call 'cause you left a message saying you wanted to get the dental and the eye insurance. Yes. Uh-huh. So they're just giving you a call to confirm that's what you want to do. So you just want to get enrolled into the vision and the dental? Yeah, I want the visions and, uh, and the dental with the, uh, the other. With the other? Do y'all have health insurance? Yes, sir. So they offer you three different plans. They offer you the VIP Standard, the VIP Classic. Both of these plans cover doctors, hospitals and prescriptions. Only difference between the two is with the Classic, it offers you more in the hospital benefit. And then they offer you the MEC TeleRx, which is a preventative care plan that doesn't cover doctors or hospitals. It's good for, like, wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms, any preventative care services. And it gives you access to FreeRx, which is the virtual pharmacy that gives you access to over 800 generic and cheap and chronic medications, along with urgent care... or virtual urgent care appointments. Okay. So, uh, how much is the health insurance with the, uh, with the dental and vision? Well, it depends on which medical plan you get enrolled into. I would need the... I can... I won't be able to tell you until you choose which plan. Oh, I want the plan so I can go to, uh, my doctor visit and, uh, and the plan with the vision and dental. All right. So with medical you have the VIP Standard. The Standard is \$17.63. And the Classic is \$19.53. Oh, okay. Does the Classic, is the be- is the be- better than the other? I would... I wouldn't be able to make any recommendations, but the Classic does cover more than this Standard. Okay, I'll take the Classic. All right. So you just want the VIP Classic, the dental and the vision and that's it? And, uh, will, that come with the health insurance, too, right? Doctor visits? Yes, sir. The VIP Classic is the medical plan. Yes. Yes. Yes. So with those three selected, your total will be \$25.85. That'll be deducted weekly. Do you authorize your employer to make these deductions? Okay. Uh, I guess I'll go back and talk to, uh, Surge. Wait, so you don't want me... You don't want to get them enrolled right now? Yes, go ahead and enroll right now 'cause, uh, March the 9th, 8th is right around the corner. All right. So 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. Your ID card is sent one to two weeks from the activation date. Okay. And if... I just want to let you know, with your medical card, they only send it via email. If you wanted a physical copy, once your coverage becomes active, you have to call in and request it. Otherwise, you will only receive it via email. Uh, I want the card. Uh... So you have to call and request it once your coverage becomes active. Okay. Uh, so, uh, you said when I come, uh, when I did, uh, when did it come active? Uh, you said- So the en- the enrollment process takes one to two weeks. Uh- Once you see that first deduction from your paycheck, and we see it in our system, that following Monday is when your coverage will be active. Okay. That's, uh, next Monday? No. So the Monday following your first deduction. Okay. Okay. Well, is there anything else I can help you with today, Mr. Booker? That'll be all. Thank you. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. You too. Thank you. Thank you.

## Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker\_1: Uh, this is Mr. Booker. Uh, I returned your phone call. They called me this morning about insurance.

Speaker speaker\_0: You said someone called you this morning about insurance?

Speaker speaker\_1: Yes. Uh, I'm working for, uh, Surge Temp Service.

Speaker speaker\_0: You said someone from here called you? We just opened at eight o'clock. Are you sure yesterday?

Speaker speaker\_1: No, the phone... Uh, they called me about eight o'clock. A little after eight.

Speaker speaker\_0: Okay. You said you work for Surge?

Speaker speaker\_1: Yeah. My name is Russell Booker.

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: 6582.

Speaker speaker\_0: 6582?

Speaker speaker\_1: Yes.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: My birthday is, uh, 7/3/'61. My address is 17620 Franklin Drive, Granite Station, Virginia 22714.

Speaker speaker\_0: And date of birth?

Speaker speaker\_1: 7/3/'61.

Speaker speaker\_0: Thank you. So we got your phone number as 540-219-4794.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email is rbooker011@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you. All right. So, it looks like they made an outbound call 'cause you left a message saying you wanted to get the dental and the eye insurance.

Speaker speaker\_1: Yes. Uh-huh.

Speaker speaker\_0: So they're just giving you a call to confirm that's what you want to do. So you just want to get enrolled into the vision and the dental?

Speaker speaker\_1: Yeah, I want the visions and, uh, and the dental with the, uh, the other.

Speaker speaker\_0: With the other?

Speaker speaker\_1: Do y'all have health insurance?

Speaker speaker\_0: Yes, sir. So they offer you three different plans. They offer you the VIP Standard, the VIP Classic. Both of these plans cover doctors, hospitals and prescriptions. Only difference between the two is with the Classic, it offers you more in the hospital benefit. And then they offer you the MEC TeleRx, which is a preventative care plan that doesn't cover doctors or hospitals. It's good for, like, wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms, any preventative care services. And it gives you access to FreeRx, which is the virtual pharmacy that gives you access to over 800 generic and cheap and chronic medications, along with urgent care... or virtual urgent care appointments.

Speaker speaker\_1: Okay. So, uh, how much is the health insurance with the, uh, with the dental and vision?

Speaker speaker\_0: Well, it depends on which medical plan you get enrolled into. I would need the... I can... I won't be able to tell you until you choose which plan.

Speaker speaker\_1: Oh, I want the plan so I can go to, uh, my doctor visit and, uh, and the plan with the vision and dental.

Speaker speaker\_0: All right. So with medical you have the VIP Standard. The Standard is \$17.63. And the Classic is \$19.53.

Speaker speaker\_1: Oh, okay. Does the Classic, is the be- is the be- better than the other?

Speaker speaker\_0: I would... I wouldn't be able to make any recommendations, but the Classic does cover more than this Standard.

Speaker speaker\_1: Okay, I'll take the Classic.

Speaker speaker\_0: All right. So you just want the VIP Classic, the dental and the vision and that's it?

Speaker speaker\_1: And, uh, will, that come with the health insurance, too, right? Doctor visits?

Speaker speaker\_0: Yes, sir. The VIP Classic is the medical plan.

Speaker speaker\_1: Yes. Yes. Yes.

Speaker speaker\_0: So with those three selected, your total will be \$25.85. That'll be deducted weekly. Do you authorize your employer to make these deductions?

Speaker speaker\_1: Okay. Uh, I guess I'll go back and talk to, uh, Surge.

Speaker speaker\_0: Wait, so you don't want me... You don't want to get them enrolled right now?

Speaker speaker\_1: Yes, go ahead and enroll right now 'cause, uh, March the 9th, 8th is right around the corner.

Speaker speaker\_0: All right. So 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. Your ID card is sent one to two weeks from the activation date.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And if... I just want to let you know, with your medical card, they only send it via email. If you wanted a physical copy, once your coverage becomes active, you have to call in and request it. Otherwise, you will only receive it via email.

Speaker speaker\_1: Uh, I want the card. Uh...

Speaker speaker\_0: So you have to call and request it once your coverage becomes active.

Speaker speaker\_1: Okay. Uh, so, uh, you said when I come, uh, when I did, uh, when did it come active? Uh, you said-

Speaker speaker\_0: So the en- the enrollment process takes one to two weeks.

Speaker speaker\_1: Uh-

Speaker speaker\_0: Once you see that first deduction from your paycheck, and we see it in our system, that following Monday is when your coverage will be active.

Speaker speaker\_1: Okay. That's, uh, next Monday?

Speaker speaker\_0: No. So the Monday following your first deduction.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_0: Well, is there anything else I can help you with today, Mr. Booker?

Speaker speaker\_1: That'll be all. Thank you.

Speaker speaker\_0: No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker\_1: You too. Thank you.

Speaker speaker\_0: Thank you.