

## **Transcript: Malcolm**

**Nash-4584997801902080-5823566914732032**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm, how can I help you? Uh, hi, Malcolm. I recently got a text saying that I could get benefits through Partners Personnel, the agency that got me my job, and I was wondering if I qualified. Yeah, for the health insurance? Uh, yes. All right. What's the last four of your Social Security number? Uh, 5845. First name? Rausu, R-A-U-S-U. Last name? Uh, Cunningham. Okay. For security purposes, can you verify your address and date of birth for me? Uh, 1020 Padre Island Street, April 8th, 2003. We need the city, state, zip code as well. Uh, 89128. And city and state? Oh, city and state. Uh, Las Vegas, Nevada. Yeah. So, yeah, your phone number is 890-8252? Uh, yes. And your email is cunninghamrausu@gmail.com? Uh, yes. Thank you. Now what type of coverage were you interested in getting enrolled into? Uh, just the health insurance really. Okay. So for medical they offer you three different plans. They offer you the VIP Standard, the VIP Plus, and the VIP Prime. All three plans cover doctors, hospitals, and prescriptions. The only difference between the three is with each one you go up higher that covers more. So the standard is \$17.66. The plus is \$30.61. And the prime is \$43.28. Hmm. And that'd be deducted weekly. Okay. Hmm. Well, uh, VIP- And that doesn't include dental or vision or anything else. Mm-hmm. Uh, say again? You kind of broke up. So that doesn't include dental or vision or any other a... the additional add-ons, that's just the medical. Okay. Um, hmm. Would the VIP Standard cover therapy, medication management, psychiatry? Or would it just cover like doctor's appointments? It's doctors, hospitals and prescriptions. Oh, okay. Doctors, hospitals and prescriptions. Hmm. I wouldn't be tell- I wouldn't be able to tell you specifically what's covered because we're not the carrier. I can give you a phone number if you have specific questions before getting enrolled. Um, uh, can you give me that phone number, please? Yes, sir. Whenever you're ready. All right. I'm ready. Right. So her name is Sandra. Her phone number is- Her phone is uh- Her phone number is 601-936-3287. Uh, did you say 3237? 3287. 3287. All right. All right then, thank you. I'll be giving them a call. Right. Well, was there anything else I could help you with today, Mr. Cunningham? Uh, not at this time. No. Thank you. No problem then. And have a wonderful day. I hope you do as well. Thank you.

### **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 Car. This is Malcolm, how can I help you?

Speaker speaker\_2: Uh, hi, Malcolm. I recently got a text saying that I could get benefits through Partners Personnel, the agency that got me my job, and I was wondering if I qualified.

Speaker speaker\_1: Yeah, for the health insurance?

Speaker speaker\_2: Uh, yes.

Speaker speaker\_1: All right. What's the last four of your Social Security number?

Speaker speaker\_2: Uh, 5845.

Speaker speaker\_1: First name?

Speaker speaker\_2: Rausu, R-A-U-S-U.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Uh, Cunningham.

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

Speaker speaker\_2: Uh, 1020 Padre Island Street, April 8th, 2003.

Speaker speaker\_1: We need the city, state, zip code as well.

Speaker speaker\_2: Uh, 89128.

Speaker speaker\_1: And city and state?

Speaker speaker\_2: Oh, city and state. Uh, Las Vegas, Nevada.

Speaker speaker\_1: Yeah. So, yeah, your phone number is 890-8252?

Speaker speaker\_2: Uh, yes.

Speaker speaker\_1: And your email is cunninghamrausu@gmail.com?

Speaker speaker\_2: Uh, yes.

Speaker speaker\_1: Thank you. Now what type of coverage were you interested in getting enrolled into?

Speaker speaker\_2: Uh, just the health insurance really.

Speaker speaker\_1: Okay. So for medical they offer you three different plans. They offer you the VIP Standard, the VIP Plus, and the VIP Prime. All three plans cover doctors, hospitals, and prescriptions. The only difference between the three is with each one you go up higher that covers more. So the standard is \$17.66. The plus is \$30.61. And the prime is \$43.28.

Speaker speaker\_2: Hmm.

Speaker speaker\_1: And that'd be deducted weekly.

Speaker speaker\_2: Okay. Hmm. Well, uh, VIP-

Speaker speaker\_1: And that doesn't include dental or vision or anything else.

Speaker speaker\_2: Mm-hmm. Uh, say again? You kind of broke up.

Speaker speaker\_1: So that doesn't include dental or vision or any other a... the additional add-ons, that's just the medical.

Speaker speaker\_2: Okay. Um, hmm. Would the VIP Standard cover therapy, medication management, psychiatry? Or would it just cover like doctor's appointments?

Speaker speaker\_1: It's doctors, hospitals and prescriptions.

Speaker speaker\_2: Oh, okay. Doctors, hospitals and prescriptions. Hmm.

Speaker speaker\_1: I wouldn't be tell- I wouldn't be able to tell you specifically what's covered because we're not the carrier. I can give you a phone number if you have specific questions before getting enrolled.

Speaker speaker\_2: Um, uh, can you give me that phone number, please?

Speaker speaker\_1: Yes, sir. Whenever you're ready.

Speaker speaker\_2: All right. I'm ready.

Speaker speaker\_1: Right. So her name is Sandra. Her phone number is-

Speaker speaker\_2: Her phone is uh-

Speaker speaker\_1: Her phone number is 601-936-3287.

Speaker speaker\_2: Uh, did you say 3237?

Speaker speaker\_1: 3287.

Speaker speaker\_2: 3287. All right. All right then, thank you. I'll be giving them a call.

Speaker speaker\_1: Right. Well, was there anything else I could help you with today, Mr. Cunningham?

Speaker speaker\_2: Uh, not at this time. No. Thank you.

Speaker speaker\_1: No problem then.

Speaker speaker\_2: And have a wonderful day.

Speaker speaker\_1: I hope you do as well. Thank you.