

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 Car. This is Malcolm, how can I help you? Yes, so, uh, trying to find out about this, uh, the benefits. What staff can I be of assistance? The resource, the resource. What's the last four of your social? 2754. You said 2754? Yeah, 2-7-5-4. First name? William. Last name? Carter. And for security purposes, can you verify your address and date of birth for me? 514 West Trail Street, September 7, 1973. And the city, state, zip code as well? 27406. And the city and state? Greensboro, North Carolina. Yeah. So your phone number is 336-328-7060? Uh-huh. And the email is williegraham32@gmail.com? Yeah. And how can I help you today, Mr. Williams? Uh, yes, uh, I was trying to figure out what, what all comes with the, uh, the insurance or whatever, the benefits card or whatever? All right. So they offer you medical, free Rx, virtual care, dental, short-term disability, life insurance, vision, critical illness, group accident, preventative care, behavioral health, and the ID experts. Yes, I already have life insurance. Dental. I mean, can you get them, like, separate? Yes, sir. So dental will be \$3.38. Yes, I, I'd like to get that. What else were you interested in? Uh, that and the health, those two. So medical, they offer you three different plans. They offer you the VIP Classic and the VIP Basic. Both these plans cover doctors, hospitals, and prescriptions. Only difference between the two is the Classic covers more when it comes to the hospital benefits. And then they offer you the MEC Pella Rx, which is a preventative care plan that's good for wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services which is not included in the VIP plan. It also gives you access to free Rx, gives you access to over 800 acute and chronic medications, which is not also- which is also isn't included in the VIP plan. You're able to have the MEC plan and the VIP plan if you like. Uh, um, VIP, how much is that one? The VIP Classic is \$18.55. The Basic is \$15.50. Yeah, I think the VIP. Which one? You want the Basic or the Classic? The, uh, the Classic, that's the one, uh, \$18? Yes, sir. Yeah, that one. Was there anything else that you were interested in? No, that's it. That and the dental. And how much will it be for the vision one? You wanted to add vision? Yeah. How much will it be with that, too? Well, all three of them selected, it'll be \$23.92. Yeah, that's cool. Any you want... Those are the two plans you want to get enrolled into? Yes. Do you authorize your employer to make these deductions? Excuse me? Do you authorize your employer to make these deductions? Yes. Thank you. Nice. The enrollment process does take one to two weeks. Once you see that first deduction from your paycheck, when we see it in our system, that following Monday is when your coverage will become active. Your ID cards will be sent one to two weeks from the activation date. Okay. If you want a physical copy of your medical card, you have to call and request it once your coverage becomes active. Otherwise, it's only sent via email. Yeah, I think I want that card too just to have it in my wallet. Right. Well, is there anything else I can help you with

today, Mr. Carter? No, that'll be all. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week. Okay. You too. Thank you. 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: Yes, so, uh, trying to find out about this, uh, the benefits.

Speaker speaker_1: What staff can I be of assistance?

Speaker speaker_2: The resource, the resource.

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

Speaker speaker_2: 2754.

Speaker speaker_1: You said 2754?

Speaker speaker_2: Yeah, 2-7-5-4.

Speaker speaker_1: First name?

Speaker speaker_2: William.

Speaker speaker_1: Last name?

Speaker speaker_2: Carter.

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

Speaker speaker_2: 514 West Trail Street, September 7, 1973.

Speaker speaker_1: And the city, state, zip code as well?

Speaker speaker_2: 27406.

Speaker speaker_1: And the city and state?

Speaker speaker_2: Greensboro, North Carolina.

Speaker speaker_1: Yeah. So your phone number is 336-328-7060?

Speaker speaker_2: Uh-huh.

Speaker speaker_1: And the email is williegraham32@gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: And how can I help you today, Mr. Williams?

Speaker speaker_2: Uh, yes, uh, I was trying to figure out what, what all comes with the, uh, the insurance or whatever, the benefits card or whatever?

Speaker speaker_1: All right. So they offer you medical, free Rx, virtual care, dental, short-term disability, life insurance, vision, critical illness, group accident, preventative care, behavioral health, and the ID experts.

Speaker speaker_2: Yes, I already have life insurance. Dental. I mean, can you get them, like, separate?

Speaker speaker_1: Yes, sir. So dental will be \$3.38.

Speaker speaker_2: Yes, I, I'd like to get that.

Speaker speaker_1: What else were you interested in?

Speaker speaker_2: Uh, that and the health, those two.

Speaker speaker_1: So medical, they offer you three different plans. They offer you the VIP Classic and the VIP Basic. Both these plans cover doctors, hospitals, and prescriptions. Only difference between the two is the Classic covers more when it comes to the hospital benefits. And then they offer you the MEC Pella Rx, which is a preventative care plan that's good for wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services which is not included in the VIP plan. It also gives you access to free Rx, gives you access to over 800 acute and chronic medications, which is not als- which is also isn't included in the VIP plan. You're able to have the MEC plan and the VIP plan if you like.

Speaker speaker_2: Uh, um, VIP, how much is that one?

Speaker speaker_1: The VIP Classic is \$18.55. The Basic is \$15.50.

Speaker speaker_2: Yeah, I think the VIP.

Speaker speaker_1: Which one? You want the Basic or the Classic?

Speaker speaker_2: The, uh, the Classic, that's the one, uh, \$18?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Yeah, that one.

Speaker speaker_1: Was there anything else that you were interested in?

Speaker speaker_2: No, that's it. That and the dental. And how much will it be for the vision one?

Speaker speaker_1: You wanted to add vision?

Speaker speaker_2: Yeah. How much will it be with that, too?

Speaker speaker_1: Well, all three of them selected, it'll be \$23.92.

Speaker speaker_2: Yeah, that's cool.

Speaker speaker_1: Any you want... Those are the two plans you want to get enrolled into?

Speaker speaker_2: Yes.

Speaker speaker_1: Do you authorize your employer to make these deductions?

Speaker speaker_2: Excuse me?

Speaker speaker_1: Do you authorize your employer to make these deductions?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. Nice. The enrollment process does take one to two weeks. Once you see that first deduction from your paycheck, when we see it in our system, that following Monday is when your coverage will become active. Your ID cards will be sent one to two weeks from the activation date.

Speaker speaker_2: Okay.

Speaker speaker_1: If you want a physical copy of your medical card, you have to call and request it once your coverage becomes active. Otherwise, it's only sent via email.

Speaker speaker_2: Yeah, I think I want that card too just to have it in my wallet.

Speaker speaker_1: Right. Well, is there anything else I can help you with today, Mr. Carter?

Speaker speaker_2: No, that'll be all.

Speaker speaker_1: If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_2: Okay. You too. Thank you.

Speaker speaker_1: Thank you.