

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... it's about benefits in a car and this is Malcolm, how can I help you? Uh, hello. I just got a text about open enrollment through Accuforce, so I was trying to see if I could do that? What was the last four of your social? Uh, 7682. First name? Ashley. Last name? Dickinson. Time for security purposes, can you verify your address and date of birth for me? It should be 5804 Aztec Drive, Kingsport, Tennessee. Uh, birthday's August 2nd, 1996. Say August 2nd... Uh, 1996. Could you verify your full social for me? 409-8176-82. Thank you. So we got your phone number 423-817-8843? Yes, sir. Think your email is dickinsonashley@gmail.com? Yes. Thank you. What type of coverage were you want to get enrolled into? Um, just to make sure, I am part-time through Kingsport, is that... can I still get covered? So the way that it works, they take that out of your paycheck weekly. If you're not making enough money to cover the insurance, then they won't take it out. So I'm not sure- Yeah, I'm there about... I'm there about every other weekend, so I don't know if that would work. Yeah, I'm not sure how that would work. Okay. It just depends on once you get it, you get the 10th in which you get enrolled, that would be something you want to ask your job and then you can give us a call back. But I just let you know, you guys, uh, open enrollment does end this Friday. This Friday? Okay. Should I re... should I reach out to Accuforce that this is through or, like, where I'm actually working at through Accuforce? Uh. Is... was it... I wouldn't know which one of those. Okay. Either one of these two. No way. But I would recommend that- I'll just do Accuforce. Okay. Yeah, I would recommend and see, um, if you... 'cause the way that it... I know that the way that it works, if you're not making... if you're not making enough money to pay for the coverage, then they won't deduct it out of your paycheck. Okay. Uh, is there any way we could just go ahead and sign up for it and if it doesn't work, it doesn't work? Yes, ma'am, of course. Yes? Okay. Um, I was just needing to do just the basic health insurance. So I wouldn't be able to make any recommendations- Mm-hmm. ... but I can tell you the basic medical plan is \$17.66. That doesn't include dental or vision. Dental will be another \$3.71 and then vision will be \$2.15. Um, I'm not worried about that dental or vision right now, I'm... I'm pregnant, so... and I just lost my insurance through my main job, so I was- Mm-hmm. ... needing to try to get covered if I could. Right. So did you want the... so with the medical, they offer you four different plans. They offer you the VIP Standard, the VIP Classic, and the VIP Plus. All three of these plans cover doctors, hospitals, and prescriptions. The only difference between the three, is the higher you go up, the more coverage you will receive as far as the hospital benefit goes. And then they also- Mm-hmm. ... offer you the NDC Tellurix, which is a preventative care plan that'd be good for, like, wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services. Are, um... is there... there's a price difference in those, right? Say that again. Are they all... are they all the same

price or is there a price difference? There's a price difference. So the standard is \$17.66. The classic is \$19.58 and the plus is \$31.66. Um, let's go ahead and choose for that classic one for 17. The... so the standard is 17, the classic is 19. Okay, sorry, the standard. Okay. No, you're fine. I just wanted to clarify. Um- Definitely. But is that the only one you want or you just want the... the classic and that's it? Yes. You are allowed to add a preventative care as well. Preventative. Um, yeah, let's go ahead and grab that one as well if we can. So with those two selected, the total that'll be taken out every week will be \$35.68. Um, maybe let's just do the classic then where I'm only there two weekends a month. Okay. So the classic would be 19.58. Do you authorize your employer to make these deductions? Yes. Thank you. Are you aware that none of these plans are PPO plans and they're all limited benefits plans? Yes, I understand. Okay. So the enrollment process takes 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 cards are sent one to two weeks from the activation date. Awesome. All right. Is that all we needed? Yes, ma'am. And I just want to let you know, with the medical, if you wanted a physical card to be sent, once your coverage becomes active, you want to call in and request it otherwise this only sends via email. Do I call this same number? Yes, ma'am. Okay. That sounds great to me. Okay. If there's nothing else, Ms. Ashley, I hope you have a great rest of your week. I hope you do as well. Thank you so much. Bye. Thank you. No problem. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: ... it's about benefits in a car and this is Malcolm, how can I help you?

Speaker speaker_2: Uh, hello. I just got a text about open enrollment through Accuforce, so I was trying to see if I could do that?

Speaker speaker_1: What was the last four of your social?

Speaker speaker_2: Uh, 7682.

Speaker speaker_1: First name?

Speaker speaker_2: Ashley.

Speaker speaker_1: Last name?

Speaker speaker_2: Dickinson.

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

Speaker speaker_2: It should be 5804 Aztec Drive, Kingsport, Tennessee. Uh, birthday's August 2nd, 1996.

Speaker speaker_1: Say August 2nd...

Speaker speaker_2: Uh, 1996.

Speaker speaker_1: Could you verify your full social for me?

Speaker speaker_2: 409-8176-82.

Speaker speaker_1: Thank you. So we got your phone number 423-817-8843?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Think your email is dickinsonashley@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. What type of coverage were you want to get enrolled into?

Speaker speaker_2: Um, just to make sure, I am part-time through Kingsport, is that... can I still get covered?

Speaker speaker_1: So the way that it works, they take that out of your paycheck weekly. If you're not making enough money to cover the insurance, then they won't take it out. So I'm not sure-

Speaker speaker_2: Yeah, I'm there about... I'm there about every other weekend, so I don't know if that would work.

Speaker speaker_1: Yeah, I'm not sure how that would work.

Speaker speaker_2: Okay.

Speaker speaker_1: It just depends on once you get it, you get the 10th in which you get enrolled, that would be something you want to ask your job and then you can give us a call back. But I just let you know, you guys, uh, open enrollment does end this Friday.

Speaker speaker_2: This Friday? Okay. Should I re... should I reach out to Accuforce that this is through or, like, where I'm actually working at through Accuforce?

Speaker speaker_1: Uh.

Speaker speaker_2: Is... was it...

Speaker speaker_1: I wouldn't know which one of those.

Speaker speaker_2: Okay.

Speaker speaker_1: Either one of these two.

Speaker speaker_2: No way.

Speaker speaker_1: But I would recommend that-

Speaker speaker_2: I'll just do Accuforce. Okay.

Speaker speaker_1: Yeah, I would recommend and see, um, if you... 'cause the way that it... I know that the way that it works, if you're not making... if you're not making enough money to

pay for the coverage, then they won't deduct it out of your paycheck.

Speaker speaker_2: Okay. Uh, is there any way we could just go ahead and sign up for it and if it doesn't work, it doesn't work?

Speaker speaker_1: Yes, ma'am, of course.

Speaker speaker_2: Yes? Okay. Um, I was just needing to do just the basic health insurance.

Speaker speaker_1: So I wouldn't be able to make any recommendations-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... but I can tell you the basic medical plan is \$17.66. That doesn't include dental or vision. Dental will be another \$3.71 and then vision will be \$2.15.

Speaker speaker_2: Um, I'm not worried about that dental or vision right now, I'm... I'm pregnant, so... and I just lost my insurance through my main job, so I was-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... needing to try to get covered if I could.

Speaker speaker_1: Right. So did you want the... so with the medical, they offer you four different plans. They offer you the VIP Standard, the VIP Classic, and the VIP Plus. All three of these plans cover doctors, hospitals, and prescriptions. The only difference between the three, is the higher you go up, the more coverage you will receive as far as the hospital benefit goes. And then they also-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... offer you the NDC Tellurix, which is a preventative care plan that'd be good for, like, wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services.

Speaker speaker_2: Are, um... is there... there's a price difference in those, right?

Speaker speaker_1: Say that again.

Speaker speaker_2: Are they all... are they all the same price or is there a price difference?

Speaker speaker_1: There's a price difference. So the standard is \$17.66. The classic is \$19.58 and the plus is \$31.66.

Speaker speaker_2: Um, let's go ahead and choose for that classic one for 17.

Speaker speaker_1: The... so the standard is 17, the classic is 19.

Speaker speaker_2: Okay, sorry, the standard.

Speaker speaker_1: Okay. No, you're fine. I just wanted to clarify. Um-

Speaker speaker_2: Definitely.

Speaker speaker_1: But is that the only one you want or you just want the... the classic and that's it?

Speaker speaker_2: Yes.

Speaker speaker_1: You are allowed to add a preventative care as well.

Speaker speaker_2: Preventative. Um, yeah, let's go ahead and grab that one as well if we can.

Speaker speaker_1: So with those two selected, the total that'll be taken out every week will be \$35.68.

Speaker speaker_2: Um, maybe let's just do the classic then where I'm only there two weekends a month.

Speaker speaker_1: Okay. So the classic would be 19.58. Do you authorize your employer to make these deductions?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. Are you aware that none of these plans are PPO plans and they're all limited benefits plans?

Speaker speaker_2: Yes, I understand.

Speaker speaker_1: Okay. So the enrollment process takes 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 cards are sent one to two weeks from the activation date.

Speaker speaker_2: Awesome. All right. Is that all we needed?

Speaker speaker_1: Yes, ma'am. And I just want to let you know, with the medical, if you wanted a physical card to be sent, once your coverage becomes active, you want to call in and request it otherwise this only sends via email.

Speaker speaker_2: Do I call this same number?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. That sounds great to me.

Speaker speaker_1: Okay. If there's nothing else, Ms. Ashley, I hope you have a great rest of your week.

Speaker speaker_2: I hope you do as well. Thank you so much. Bye.

Speaker speaker_1: Thank you. No problem. Bye.