

Transcript: Malcolm

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Full Transcript

... thanks for coming. Benefits in the car. This is Malcolm. How can I help you? Well, that is really hard to hear you. Hang on a minute, let me turn up my volume. Where does it go, the rest of the stuff now? They're sitting on the printer. On the printer? Yeah. Sorry. Thanks for calling Benefits in the Car. Oh, am I- This is Malcolm, how can I help you? Oh, yeah. Hi, I'm calling... I'm an employee of Robert Half and I'm trying to figure out how to sign up for benefits. And I guess it's through American Worker, but I don't know the employee number or the group number or any of the information that it's asking me for. You said it's through American Worker? That's what it says when I click on the Benefits thing. That's what they do their, through. I don't know. Unless there's another site I should go to. American Worker. I'm sorry? I'm just nev- I'm not familiar with that name, that's why I'm trying to figure out... Yeah. 'Cause I'm working on behalf- And you can get- I'm with Robert Half, which is a temp agency, but I've been working- Is it AmeriStaff? ... as Am- uh, pardon? Is it AmeriStaff or America Staff Corp? Maybe something like that, yeah. It was a weird one. Hm. Are you ahead- would you already be in this, okay. American Staffing, I see. A- M-P- Yes, thank you I knew it was something like that. Give me one moment. So it'd be Precision Employment Group. What's the last four of your social? 5-3-2-7. Say that one more time, slower please. 5-3-2-7. First name? Marla. You're a brand new hire? Yes. All right, so I'm gonna have to add you in the system. What's your full social? 554-63-5327. How do you spell your first name? M-A-R-L-A. Last name? B-O-C-K-M-A-N, Bockman. Did you say E-O-C-K? No. B, like boy. Mm-hmm. O-C-K-M-A-N. Bockman, all right. Address? 254 Molokai Circle, Union City- How do you spell that? ... California. M-O-L-O K-A-I. You said M-O-L-O? K-A-I. K-A-I. Circle, in other words. Right, and then what was the city? Union City. Is that U-N-I-O-N? You got it. And you said California? Correct. And the zip code? 94587. You said 94847? No. 94587. Date of birth? 2/5/64. You said 2/5/64? Mm-hmm. Email? marla.bock@outlook.com. And phone number? 510-738-9855. S- you said 510... 738- Mm-hmm. ... 9855. Do you... What type of coverage will you want to get enrolled into? The, the medical. And dental- Okay, which one- ... if they have it. Yes. Right, so for medical, they offer you three different plans. You got the VIP Standard and the VIP Classic. Both of these plans cover doctors, hospitals, and prescriptions. Only difference between the two is the Classic covers more, it's the hospital benefit and then you have the MUC TeleRx, which is not included in the VIP plan. It covers, like, wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms, any preventative care services. And what's the other one cover? Doctors, hospitals and prescriptions. Okay. Uh, what's the difference in cost? So the standard is \$16.81. The classic is \$18.58. And the MUC preventative care is \$15.65. Is that a week, a month? You know what I'm saying? A week. A week. So s- so \$16 a week. 10,000, 50, 70... Well, the one that has, m-like, the benefits for prescription would make more sense for me. And then how much is the

dental? Is it extra? The dental, yes, ma'am, it'd be another \$3.38. Okay. That'll be good. All right, so you can go ahead and take- And then is there a website once I get signed up, is there a website or an app that I can utilize to access the benefits and the benefits information? You would go to mybiac.com/precisionemploymentgroup. Well, that's a whole lot and way too fast, like I did use, so are, is that gonna be in the email you send me, or... So what email are you referring to? The one I gave you earlier, the marla.bock@outlook.com, or- Oh, so this is Yeah. ... we, your employer should- I'm sorry? Your employer should imply, should give you that email once you get enrolled. Your employer should have re- given you that email by now. 'Cause that's how you log into- I don't have it. Okay. So it's my what now?

Mybiac.com/precisionemploymentgroup. That's what Robert Half is? So did you want- I wouldn't, I can't speak on what Robert Half is. I just know about the staffing company that you called and said that you were a part of. Gotcha. Understood. Okay. My B like boy, I like Isaac, A like Alfred, C like Charlie.
com/precisionemploymentgroup. Got it. Yes, ma'am. All right. So with the medical, did you want the VIP pla- um, the classic or the standard? And did you want the NEC teleRx as well? Because you are allowed to have them both. Um, I'm sure I don't understand what you're telling me. So did you want the NEC teleRx added in? I want whatever the one that has the pre- So are you on the medical plan? Do you- Yeah. With the medical, I want the one that has everything. So d'you- So n- none of them plans offer everything. Standard and the classic, they cover doctors, hospitals and prescriptions. And then you have the NEC teleRx that un- that covers preventative stuff that's not included in the VIP and prescription. Oh. So I can have both, you said? Yes, ma'am. That's what I was asking you. Oh, yes. And then, so what would the cost be then for both? Depending on which VIP plan you get enrolled into, I will be able to tell you. Got it. Oh, okay. Gotcha. So did you want the VIP standard or the classic? I'm still super not understanding. I guess I'm, I'm just not getting it. I guess both. Like you said, I could have both, so I don't know. No, see... So um, when I say both, I mean the NEC teleRx and one of the VIP plans. You can't have both VIP plans. You can pick one of the VIP plans. You can have the standard one or you can have the classic. Mm-hmm. And then you can also have the NEC teleRx on top of having that. So you'll have to choose between the standard and the classic. Okay, so... So the classic one has? It g- it gives you more money in the hospital benefit. If you ask someone- Okay, then let's do the cl- Yeah, let's do the classic then. Sorry. All right. So with those three plans selected, your total will be \$37.61. And that doesn't include the dental. The dental's another 338, right? That includes the dental. Oh, it does. Cool. Even better. Yes, ma'am. Excellent. Okay. Got it. Okay. Makes sense. Were those the only plans you wanted to get enrolled into? Um, what, what? I'm sorry? Were those the only plans that you wanted to get enrolled into? Yeah, for now. Mm-hmm. All right. So your total will be \$37.61. Do you authorize your employer to make these deductions? Yes. Thank you. And when would that start? Would that be March or... 'Cause we're already in February. Well, the enrollment, 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, and your ID cards are sent one to two weeks from that activation date. So two weeks, so that's probably right around March 'cause we're already almost in the middle of February now. Okay, perfect. Okay, perfect. That works out for me. Okay. Did I miss anything else- So will I get like a confirmation email or anything? Yes. I'm sorry? I was just, I was just gonna ask you if there was anything else I could help you with, but typically we don't send an enrollment confirmation, but you can

get one if you would like. I would love that. That'd be great. All right. Is there anything else- I would really appreciate it. ... I can help you with today, Ms. Bachman? That's it. I appreciate all your assistance. Thank you. No problem. So I do want to let you know, with your medical card, once your h- once your coverage is active, if you wanted a physical copy, you'll have to call and request it. Otherwise, it's only sent via email. Oh, okay. So then they'll send me an email, uh, like a digital, and I can just print it out or whatever? Yes, ma'am. And if you wanted a physical one, you'd have to call and request it. No worries. That works out. No worries. All right. Cool. Thank you. No problem, Ms., Ms. Bachman. Was there anything else I can help you with today? That's it. I appreciate your assistance. Thank you. No problem. Thanks for calling Benefits on the Card. I hope you have a great rest of your day. Okay. Bye-bye.

Conversation Format

Speaker speaker_0: ... thanks for coming. Benefits in the car. This is Malcolm. How can I help you?

Speaker speaker_1: Well, that is really hard to hear you. Hang on a minute, let me turn up my volume.

Speaker speaker_0: Where does it go, the rest of the stuff now?

Speaker speaker_1: They're sitting on the printer.

Speaker speaker_0: On the printer?

Speaker speaker_1: Yeah. Sorry.

Speaker speaker_0: Thanks for calling Benefits in the Car.

Speaker speaker_1: Oh, am I-

Speaker speaker_0: This is Malcolm, how can I help you?

Speaker speaker_1: Oh, yeah. Hi, I'm calling... I'm an employee of Robert Half and I'm trying to figure out how to sign up for benefits. And I guess it's through American Worker, but I don't know the employee number or the group number or any of the information that it's asking me for.

Speaker speaker_0: You said it's through American Worker?

Speaker speaker_1: That's what it says when I click on the Benefits thing. That's what they do their, through. I don't know. Unless there's another site I should go to.

Speaker speaker_0: American Worker.

Speaker speaker_1: I'm sorry?

Speaker speaker_0: I'm just nev- I'm not familiar with that name, that's why I'm trying to figure out...

Speaker speaker_1: Yeah. 'Cause I'm working on behalf-

Speaker speaker_0: And you can get-

Speaker speaker_1: I'm with Robert Half, which is a temp agency, but I've been working-

Speaker speaker_0: Is it AmeriStaff?

Speaker speaker_1: ... as Am- uh, pardon?

Speaker speaker_0: Is it AmeriStaff or America Staff Corp?

Speaker speaker_1: Maybe something like that, yeah. It was a weird one.

Speaker speaker_0: Hm. Are you ahead- would you already be in this, okay. American Staffing, I see. A- M-P-

Speaker speaker_1: Yes, thank you I knew it was something like that.

Speaker speaker_0: Give me one moment. So it'd be Precision Employment Group. What's the last four of your social?

Speaker speaker_1: 5-3-2-7.

Speaker speaker_0: Say that one more time, slower please.

Speaker speaker_1: 5-3-2-7.

Speaker speaker_0: First name?

Speaker speaker_1: Marla.

Speaker speaker_0: You're a brand new hire?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, so I'm gonna have to add you in the system. What's your full social?

Speaker speaker_1: 554-63-5327.

Speaker speaker_0: How do you spell your first name?

Speaker speaker_1: M-A-R-L-A.

Speaker speaker_0: Last name?

Speaker speaker_1: B-O-C-K-M-A-N, Bockman.

Speaker speaker_0: Did you say E-O-C-K?

Speaker speaker_1: No. B, like boy.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: O-C-K-M-A-N.

Speaker speaker_0: Bockman, all right. Address?

Speaker speaker_1: 254 Molokai Circle, Union City-

Speaker speaker_0: How do you spell that?

Speaker speaker_1: ... California. M-O-L-O K-A-I.

Speaker speaker_0: You said M-O-L-O?

Speaker speaker_1: K-A-I.

Speaker speaker_0: K-A-I.

Speaker speaker_1: Circle, in other words.

Speaker speaker_0: Right, and then what was the city?

Speaker speaker_1: Union City.

Speaker speaker_0: Is that U-N-I-O-N?

Speaker speaker_1: You got it.

Speaker speaker_0: And you said California?

Speaker speaker_1: Correct.

Speaker speaker_0: And the zip code?

Speaker speaker_1: 94587.

Speaker speaker_0: You said 94847?

Speaker speaker_1: No. 94587.

Speaker speaker_0: Date of birth?

Speaker speaker_1: 2/5/64.

Speaker speaker_0: You said 2/5/64?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Email?

Speaker speaker_1: marla.bock@outlook.com.

Speaker speaker_0: And phone number?

Speaker speaker_1: 510-738-9855.

Speaker speaker_0: S- you said 510...

Speaker speaker_1: 738-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 9855.

Speaker speaker_0: Do you... What type of coverage will you want to get enrolled into?

Speaker speaker_1: The, the medical. And dental-

Speaker speaker_0: Okay, which one-

Speaker speaker_1: ... if they have it. Yes.

Speaker speaker_0: Right, so for medical, they offer you three different plans. You got the VIP Standard and the VIP Classic. Both of these plans cover doctors, hospitals, and prescriptions. Only difference between the two is the Classic covers more, it's the hospital benefit and then you have the MUC TeleRx, which is not included in the VIP plan. It covers, like, wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms, any preventative care services.

Speaker speaker_1: And what's the other one cover?

Speaker speaker_0: Doctors, hospitals and prescriptions.

Speaker speaker_1: Okay. Uh, what's the difference in cost?

Speaker speaker_0: So the standard is \$16.81. The classic is \$18.58. And the MUC preventative care is \$15.65.

Speaker speaker_1: Is that a week, a month? You know what I'm saying?

Speaker speaker_0: A week. A week.

Speaker speaker_1: So s- so \$16 a week. 10,000, 50, 70... Well, the one that has, m- like, the benefits for prescription would make more sense for me. And then how much is the dental? Is it extra?

Speaker speaker_0: The dental, yes, ma'am, it'd be another \$3.38.

Speaker speaker_1: Okay. That'll be good.

Speaker speaker_0: All right, so you can go ahead and take-

Speaker speaker_1: And then is there a website once I get signed up, is there a website or an app that I can utilize to access the benefits and the benefits information?

Speaker speaker_0: You would go to mybiac.com/precisionemploymentgroup.

Speaker speaker_1: Well, that's a whole lot and way too fast, like I did use, so are, is that gonna be in the email you send me, or...

Speaker speaker_0: So what email are you referring to?

Speaker speaker_1: The one I gave you earlier, the marla.bock@outlook.com, or-

Speaker speaker_0: Oh, so this is

Speaker speaker_2: Yeah.

Speaker speaker_0: ... we, your employer should-

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Your employer should imply, should give you that email once you get enrolled. Your employer should have re- given you that email by now. 'Cause that's how you log into-

Speaker speaker_1: I don't have it.

Speaker speaker_0: Okay.

Speaker speaker_1: So it's my what now?

Speaker speaker_0: Mybiac.com/precisionemploymentgroup.

Speaker speaker_1: That's what Robert Half is?

Speaker speaker_0: So did you want- I wouldn't, I can't speak on what Ro- Robert Half is. I just know about the staffing company that you called and said that you were a part of.

Speaker speaker_1: Gotcha. Understood. Okay. My B like boy, I like Isaac, A like Alfred, C like Charlie.com/precisionemploymentgroup. Got it.

Speaker speaker_0: Yes, ma'am. All right. So with the medical, did you want the VIP pla- um, the classic or the standard? And did you want the NEC teleRx as well? Because you are allowed to have them both.

Speaker speaker_1: Um, I'm sure I don't understand what you're telling me.

Speaker speaker_0: So did you want the NEC teleRx added in?

Speaker speaker_1: I want whatever the one that has the pre-

Speaker speaker_0: So are you on the medical plan? Do you-

Speaker speaker_1: Yeah. With the medical, I want the one that has everything.

Speaker speaker_0: So d'you- So n- none of them plans offer everything. Standard and the classic, they cover doctors, hospitals and prescriptions. And then you have the NEC teleRx that un- that covers preventative stuff that's not included in the VIP and prescription.

Speaker speaker_1: Oh. So I can have both, you said?

Speaker speaker_0: Yes, ma'am. That's what I was asking you.

Speaker speaker_1: Oh, yes. And then, so what would the cost be then for both?

Speaker speaker_0: Depending on which VIP plan you get enrolled into, I will be able to tell you.

Speaker speaker_1: Got it. Oh, okay. Gotcha.

Speaker speaker_0: So did you want the VIP standard or the classic?

Speaker speaker_1: I'm still super not understanding. I guess I'm, I'm just not getting it. I guess both. Like you said, I could have both, so I don't know.

Speaker speaker_0: No, see... So um, when I say both, I mean the NEC teleRx and one of the VIP plans. You can't have both VIP plans. You can pick one of the VIP plans. You can have the standard one or you can have the classic.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then you can also have the NEC teleRx on top of having that. So you'll have to choose between the standard and the classic.

Speaker speaker_1: Okay, so... So the classic one has?

Speaker speaker_0: It g- it gives you more money in the hospital benefit. If you ask someone-

Speaker speaker_1: Okay, then let's do the cl- Yeah, let's do the classic then. Sorry.

Speaker speaker_0: All right. So with those three plans selected, your total will be \$37.61.

Speaker speaker_1: And that doesn't include the dental. The dental's another 338, right?

Speaker speaker_0: That includes the dental.

Speaker speaker_1: Oh, it does. Cool. Even better.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Excellent. Okay. Got it. Okay. Makes sense.

Speaker speaker_0: Were those the only plans you wanted to get enrolled into?

Speaker speaker_1: Um, what, what? I'm sorry?

Speaker speaker_0: Were those the only plans that you wanted to get enrolled into?

Speaker speaker_1: Yeah, for now. Mm-hmm.

Speaker speaker_0: All right. So your total will be \$37.61. Do you authorize your employer to make these deductions?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you.

Speaker speaker_1: And when would that start? Would that be March or... 'Cause we're already in February.

Speaker speaker_0: Well, the enrollment, 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, and your ID cards are sent one to two weeks from that activation date.

Speaker speaker_1: So two weeks, so that's probably right around March 'cause we're already almost in the middle of February now. Okay, perfect. Okay, perfect. That works out for me.

Speaker speaker_0: Okay. Did I miss anything else-

Speaker speaker_1: So will I get like a confirmation email or anything?

Speaker speaker_0: Yes.

Speaker speaker_1: I'm sorry?

Speaker speaker_0: I was just, I was just gonna ask you if there was anything else I could help you with, but typically we don't send an enrollment confirmation, but you can get one if you would like.

Speaker speaker_1: I would love that. That'd be great.

Speaker speaker_0: All right. Is there anything else-

Speaker speaker_1: I would really appreciate it.

Speaker speaker_0: ... I can help you with today, Ms. Bachman?

Speaker speaker_1: That's it. I appreciate all your assistance. Thank you.

Speaker speaker_0: No problem. So I do want to let you know, with your medical card, once your h- once your coverage is active, if you wanted a physical copy, you'll have to call and request it. Otherwise, it's only sent via email.

Speaker speaker_1: Oh, okay. So then they'll send me an email, uh, like a digital, and I can just print it out or whatever?

Speaker speaker_0: Yes, ma'am. And if you wanted a physical one, you'd have to call and request it.

Speaker speaker_1: No worries. That works out. No worries. All right. Cool. Thank you.

Speaker speaker_0: No problem, Ms., Ms. Bachman. Was there anything else I can help you with today?

Speaker speaker_1: That's it. I appreciate your assistance. Thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits on the Card. I hope you have a great rest of your day.

Speaker speaker_1: Okay. Bye-bye.