

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi, is there, uh, still time to enroll in benefits for 2025? What staffing company do you work for? Uh, Oxford. Um... The last four of your Social? Uh, 4087. First name? Jonathan. Excuse me. Last name? Uh, Cwiok. It's spelled C-W-I-O-K. Okay. For security purposes, just verify your address and date of birth with me. Uh, let's see. My address, um, my old address may be on file, but try, uh, 26 New Derby, uh, in Salem, Massachusetts. Um- That's not the address that we have. Date of birth would be... Okay, uh, in that case, it'll be my older one, which is, uh, 39 Ocean Ave., and, uh, date of birth would be April 29th, 1988. Thank you for doing... What's your new address? Uh, new address is, uh, 26 New Derby Street in Salem, Mass. How are you spelling New Derby? Uh, N-E-W, and, uh, two words, uh, N-E-W, space, D-E-R-B-Y. Thank you. Is it an apartment or a home? Apartment. Uh, unit number is 303. And the city, state, and ZIP code? Uh, Salem, Massachusetts, 01970. Thank you. So we got your phone number at 223-7718? That's correct. And I think your email is jmscion@gmail.com? Yep. Okay. You're still eli- eligible to get enrolled. What type of coverage were you wanting to get enrolled into? Uh, I was hoping for, um, uh, health and dental. So for medical, they offer you three different plans. They offer you the Insure Plus Basic, an Insure Plus Enhanced, and then the MEC TeleRX. The MEC TeleRX 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 that is not included in the Insure Plus Basic or the Insure Plus Enhanced. And it also gives you access to FreeRx, which gives you access to over 800 acute and chronic medications. With the Insure Plus Basic and Insure Plus Enhanced, that covers doctors, hospitals, and prescriptions. The only difference between the two is with the Enhanced, it gives you more benefits than the, the hospital aspect. Okay. Hmm. What would the financial impact be? Uh, let's see. So dental is \$3.64. The Insure Plus Basic is \$18. The Insure Plus Enhanced is \$25.17. And the MEC TeleRX is \$16.11. And that's per week, per month? Yes, sir. Per week. Right. Okay. Um, so sorry, going over this again, there was Basic, then there was Enhanced, and the Enhanced is the one that offers preventative care and vaccines? Is that correct? Say that one more time? Sorry, uh, you said that, um, let's see, between the three tiers, it starts at Basic then it goes to Enhanced, and Enhanced is the one that offers preventative care? The MEC is the preventative care, and the Insure Plus Basic and Insure Plus Enhanced, that's the doctors, hospitals, and prescriptions. Oh, okay. Should I do, uh, Basic Enhanced? Okay. We'll have to run that schedule. Yes. Okay. So with that and dental, your total will be \$28.81. That'll be deducted weekly. Was there anything else that you were interested in? That covers it. Okay. So would those... Would you authorize your employer to make these deductions? Yes. Yeah. All right, so this coverage just won't be active until January 6th of next year. That's fine.

Yeah. All right. So 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. Great. Thank you. All right. If you wanted a physical copy of your medical card, you would have to call and request it once your coverage becomes active. Otherwise, it's only sent via email. All right. That works. All right. Was there anything else I could help you with today, Mr. Jonathan? Not right now. Thank you. No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. Goodbye.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hi, is there, uh, still time to enroll in benefits for 2025?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Uh, Oxford. Um...

Speaker speaker_1: The last four of your Social?

Speaker speaker_2: Uh, 4087.

Speaker speaker_1: First name?

Speaker speaker_2: Jonathan.

Speaker speaker_1: Excuse me. Last name?

Speaker speaker_2: Uh, Cwiok. It's spelled C-W-I-O-K.

Speaker speaker_1: Okay. For security purposes, just verify your address and date of birth with me.

Speaker speaker_2: Uh, let's see. My address, um, my old address may be on file, but try, uh, 26 New Derby, uh, in Salem, Massachusetts. Um-

Speaker speaker_1: That's not the address that we have.

Speaker speaker_2: Date of birth would be... Okay, uh, in that case, it'll be my older one, which is, uh, 39 Ocean Ave., and, uh, date of birth would be April 29th, 1988.

Speaker speaker_1: Thank you

Speaker speaker_3: for doing... What's your new address?

Speaker speaker_2: Uh, new address is, uh, 26 New Derby Street in Salem, Mass.

Speaker speaker_1: How are you spelling New Derby?

Speaker speaker_2: Uh, N-E-W, and, uh, two words, uh, N-E-W, space, D-E-R-B-Y.

Speaker speaker_1: Thank you. Is it an apartment or a home?

Speaker speaker_2: Apartment. Uh, unit number is 303.

Speaker speaker_1: And the city, state, and ZIP code?

Speaker speaker_2: Uh, Salem, Massachusetts, 01970.

Speaker speaker_1: Thank you. So we got your phone number at 223-7718?

Speaker speaker_2: That's correct.

Speaker speaker_1: And I think your email is jmscion@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. You're still eli- eligible to get enrolled. What type of coverage were you wanting to get enrolled into?

Speaker speaker_2: Uh, I was hoping for, um, uh, health and dental.

Speaker speaker_1: So for medical, they offer you three different plans. They offer you the Insure Plus Basic, an Insure Plus Enhanced, and then the MEC TeleRX. The MEC TeleRX 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 that is not included in the Insure Plus Basic or the Insure Plus Enhanced. And it also gives you access to FreeRx, which gives you access to over 800 acute and chronic medications. With the Insure Plus Basic and Insure Plus Enhanced, that covers doctors, hospitals, and prescriptions. The only difference between the two is with the Enhanced, it gives you more benefits than the, the hospital aspect.

Speaker speaker_2: Okay. Hmm. What would the financial impact be? Uh, let's see.

Speaker speaker_1: So dental is \$3.64. The Insure Plus Basic is \$18. The Insure Plus Enhanced is \$25.17. And the MEC TeleRX is \$16.11.

Speaker speaker_2: And that's per week, per month?

Speaker speaker_1: Yes, sir. Per week.

Speaker speaker_2: Right. Okay. Um, so sorry, going over this again, there was Basic, then there was Enhanced, and the Enhanced is the one that offers preventative care and vaccines? Is that correct?

Speaker speaker_1: Say that one more time?

Speaker speaker_2: Sorry, uh, you said that, um, let's see, between the three tiers, it starts at Basic then it goes to Enhanced, and Enhanced is the one that offers preventative care?

Speaker speaker_1: The MEC is the preventative care, and the Insure Plus Basic and Insure Plus Enhanced, that's the doctors, hospitals, and prescriptions.

Speaker speaker_2: Oh, okay. Should I do, uh, Basic Enhanced?

Speaker speaker_1: Okay. We'll have to run that schedule.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So with that and dental, your total will be \$28.81. That'll be deducted weekly. Was there anything else that you were interested in?

Speaker speaker_2: That covers it.

Speaker speaker_1: Okay. So would those... Would you authorize your employer to make these deductions?

Speaker speaker_2: Yes.

Speaker speaker_1: Yeah. All right, so this coverage just won't be active until January 6th of next year.

Speaker speaker_2: That's fine.

Speaker speaker_1: Yeah. All right. So 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_2: Great. Thank you.

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

Speaker speaker_2: All right. That works.

Speaker speaker_1: All right. Was there anything else I could help you with today, Mr. Jonathan?

Speaker speaker_2: Not right now. Thank you.

Speaker speaker_1: No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_2: Goodbye.