

## Transcript: Malcolm

**Nash-4751552931119104-5513422591967232**

### 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? So, I wanted to know, um, so my, my, my coverage was, uh, was kinda deactivated because I went a few weeks without, without, uh, logging in any hours. But now I'm logging in hours again. But before I reactivate my card, I wanted to know whether it, this would cover like a, like a, a, a well visit, you know, like a primary care visit or not? What staffing company do you work for? I work for Oxford, and I have, I have a group number here. I also have an employee ID. What's your f- what's the last four of your Social? 8882. First name? First name is Ahmed. Last name? Rashid.

R-A-S-H-I-D. Okay. For security purposes, can you verify your address and date of birth for me? Yes. My date of birth is 06/02/1977. The address is 1573, uh, 1573 Raspberry Court in Columbus, Ohio 43204. Thank you. So your phone number is 781-309-7560? That is correct, sir. And your email is arashid07@gmail.com? Yes. Thank you. So if you wanted to... If you had a specific question about what is covered, you have to contact the carrier directly. But I can tell you that you have the Insure Plus Basic and the MEC TeleRx. For the MEC TeleRx plan, it is good for like wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services. And then the Insure Plus Basic covers doctors, hospitals and prescriptions. Okay. All right. So in that case, let's go ahead and reactivate it then. I was told that... Now how long once I give you the command to reactivate, uh, how, how long does it take before it becomes effective? Do you mind if I put you on a brief hold? Sure, that's fine. I don't mind actually. Go ahead. You're through. How are you doing Mr. Rashid? Yes, I'm here. Right, so did you want to do it for you and your family like last time? Yes. Uh, but how... I, I need to know what will be the effective date. So basically, I found out early this week that my, my... I have another insurance because I have another contract, uh, but that, um, my primary care visit will not be covered, and I have to pay like \$190 out of pocket. Um, and it's next Wednesday, next Tuesday and Wednesday. So I want to know will it be effective by the time, you know, next, next week or is it gonna take too long to set up and... Yeah, it takes one to- ... by next Wednesday so- It takes one to two weeks for the activation process. I see. So after I activate, I would have to delay the, uh, the appointments? Yeah, once you get... Once I reinstate it, it takes one to two weeks from the reinstatement date. I see, I see. Hmm. Well, it's just really bad that I mean, \$190 for, for a primary care new patient appointment is really, really steep, you know. Um, it's no good at all. Um, all right, well, is there any way that I could know when exactly it will be effective so that when I call the, uh, clinic and reschedule, uh, I wanna make sure that I sche- reschedule when it is in fact, you know, uh, active? I wouldn't be able to give you a specific date because it certainly depends on Oxford when they make that deduction. Typically- It could, could- ... it takes up to, it's up to Oxford whenever they decide to actually do it. I see. All right. Well, let's

go ahead and activate it yeah, for me and my family like we have said before. Okay. So I did get that reinstated. Please be advised the process does take one to two weeks. Once you see that first deduction from... You should be able to still use your ID cards from before. That's just- Yeah, yeah. I have the ID cards. But the point is, is that when I, when I, when I put it, you know, uh, I don't want to go one day, "Oh, you're not, you're not, you're not covered." You know what I'm saying? Mm-hmm. I understand. Was there anything else I can help you with today, Mr. Rashid? No, I think that's it. That's all I had. All right. If there's nothing else, thanks for calling Benefits in a Card. Hope you have a great weekend, man. All right. Thank you very much. Bye-bye. Bye.

## 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: So, I wanted to know, um, so my, my, my coverage was, uh, was kinda deactivated because I went a few weeks without, without, uh, logging in any hours. But now I'm logging in hours again. But before I reactivate my card, I wanted to know whether it, this would cover like a, like a, a, a well visit, you know, like a primary care visit or not?

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_2: I work for Oxford, and I have, I have a group number here. I also have an employee ID.

Speaker speaker\_1: What's your f- what's the last four of your Social?

Speaker speaker\_2: 8882.

Speaker speaker\_1: First name?

Speaker speaker\_2: First name is Ahmed.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Rashid. R-A-S-H-I-D.

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

Speaker speaker\_2: Yes. My date of birth is 06/02/1977. The address is 1573, uh, 1573 Raspberry Court in Columbus, Ohio 43204.

Speaker speaker\_1: Thank you. So your phone number is 781-309-7560?

Speaker speaker\_2: That is correct, sir.

Speaker speaker\_1: And your email is arashid07@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Thank you. So if you wanted to... If you had a specific question about what is covered, you have to contact the carrier directly. But I can tell you that you have the Insure Plus Basic and the MEC TeleRx. For the MEC TeleRx plan, it is good for like wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services. And then the Insure Plus Basic covers doctors, hospitals and prescriptions.

Speaker speaker\_2: Okay. All right. So in that case, let's go ahead and reactivate it then. I was told that... Now how long once I give you the command to reactivate, uh, how, how long does it take before it becomes effective?

Speaker speaker\_1: Do you mind if I put you on a brief hold?

Speaker speaker\_2: Sure, that's fine. I don't mind actually. Go ahead.

Speaker speaker\_1: You're through. How are you doing Mr. Rashid?

Speaker speaker\_2: Yes, I'm here.

Speaker speaker\_1: Right, so did you want to do it for you and your family like last time?

Speaker speaker\_2: Yes. Uh, but how... I, I need to know what will be the effective date. So basically, I found out early this week that my, my... I have another insurance because I have another contract, uh, but that, um, my primary care visit will not be covered, and I have to pay like \$190 out of pocket. Um, and it's next Wednesday, next Tuesday and Wednesday. So I want to know will it be effective by the time, you know, next, next week or is it gonna take too long to set up and...

Speaker speaker\_1: Yeah, it takes one to-

Speaker speaker\_2: ... by next Wednesday so-

Speaker speaker\_1: It takes one to two weeks for the activation process.

Speaker speaker\_2: I see. So after I activate, I would have to delay the, uh, the appointments?

Speaker speaker\_1: Yeah, once you get... Once I reinstate it, it takes one to two weeks from the reinstatement date.

Speaker speaker\_2: I see, I see. Hmm. Well, it's just really bad that I mean, \$190 for, for a primary care new patient appointment is really, really steep, you know. Um, it's no good at all. Um, all right, well, is there any way that I could know when exactly it will be effective so that when I call the, uh, clinic and reschedule, uh, I wanna make sure that I sche- reschedule when it is in fact, you know, uh, active?

Speaker speaker\_1: I wouldn't be able to give you a specific date because it certainly depends on Oxford when they make that deduction. Typically-

Speaker speaker\_2: It could, could-

Speaker speaker\_1: ... it takes up to, it's up to Oxford whenever they decide to actually do it.

Speaker speaker\_2: I see. All right. Well, let's go ahead and activate it yeah, for me and my family like we have said before.

Speaker speaker\_1: Okay. So I did get that reinstated. Please be advised the process does take one to two weeks. Once you see that first deduction from... You should be able to still use your ID cards from before. That's just-

Speaker speaker\_2: Yeah, yeah. I have the ID cards. But the point is, is that when I, when I, when I put it, you know, uh, I don't want to go one day, "Oh, you're not, you're not, you're not covered." You know what I'm saying?

Speaker speaker\_1: Mm-hmm. I understand. Was there anything else I can help you with today, Mr. Rashid?

Speaker speaker\_2: No, I think that's it. That's all I had.

Speaker speaker\_1: All right. If there's nothing else, thanks for calling Benefits in a Card. Hope you have a great weekend, man.

Speaker speaker\_2: All right. Thank you very much. Bye-bye.

Speaker speaker\_1: Bye.