

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Oh, yes, I'm trying to see if I have a n- any insurance with, uh, who, uh, the people I'm working with. When I did my, um, uh, Spears, when I did my application, uh, I put in for to have the dental and the medical and it's not been... I don't think it's been taken out of my account or anything. So just name an actual staffing company you went through to get that job. Uh, it'll be Zachary Spears and it'll be On The Track Staffing. Thank you. What's the last four of your Social? Uh, 1290. First name? Zachary, Z-A-C-H-A-R-Y. All right. And for security purposes, can you verify your address and date of birth for me? Uh, it'd be 72 Given Circle, West Point, Georgia, and the birthday would be 4/12/1997. And you said, yeah, your phone number is 585-0790? Yes. And your email is zachspears1145@gmail.com? Yeah, that's correct. Let's see. See, it's not showing anywhere that you got enrolled into the coverage. Right. That's what I'm wondering. I had put it in on it when I did my application, though. Okay. So what I can do, is I can send you an email this evening to see if you're eligible to get enrolled in this thing. Typically, it takes 24 to 48 hours for the review, but once we hear back, I'll give you a call and let you know if you're eligible to get enrolled or not. All right. And you said you're gonna... I gotta do what with the email? I'm just... I have to send it back... an email to the back, back office to get an eligibility review, to see if you're eligible to get on the roll. Okay. And you'll be giving me a call back? Yes, sir. Uh, do you know about how long... Oh, you said, 24 to 48 hours? Yes, sir. All right, thank you. No problem, Mr. Spears. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week. Uh, lemme ask you one more question, though. Do you know around about how much it, it costs? For... It depends on what you wanna get enrolled to. Dental is \$3.00... would be \$3.63 if it's just you. Yes. Um, what was the other one? Uh, medical. In the medical, they out- they offer you three different plans, so depending on which one you get enrolled into. The VIP Standard is \$17.66. The Plus is \$31.61. And the MEC TeleRX plan is \$16.80. Uh, I want the cheapest one you got. So that would be the MEC TeleRX, and that'll pre-... the care plan. That doesn't include doctors or hospitals. That's just the wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms, eliminating preventive care services. Well, what's the one with the hospital? That would be the VIP Standard and that one will be \$17.66, but that doesn't include the preventative stuff. That just covers... Okay. ... doctor, hospitals and prescriptions. Okay. Yeah, that's a lot. I'll go with that one. Okay. But yeah, so once we get a read... once I get a response. Mm-hmm. Now the insurance for the dental, what, how does... is the... what is the dental plan like? So the dental, it says preventative visits are covered at 100%, which may include your basic cleanings, checkups and X-rays once per six months. Basic dental work such as fillings or extractions, except for surgical extractions would be covered at 80% once you met your annual deductible of \$50 per person. Major services like crowns or orthodontics

here are not covered and the min- the maximum this plan will pay per person is \$500 a year. So the maximum payout on, on the insurance for the dental is fi- only \$500? Yes, sir. All right. But is the den- the cleanings and stuff, they're free, right? I wouldn't be able to say, sir, because we're not the carrier. Okay. That'd be a question you'd have to ask the carrier. All right, thank you. No problem, Mr. Spears. You have a great rest of your week, man. Oh, uh-huh, you too.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Oh, yes, I'm trying to see if I have a n- any insurance with, uh, who, uh, the people I'm working with. When I did my, um, uh, Spears, when I did my application, uh, I put in for to have the dental and the medical and it's not been... I don't think it's been taken out of my account or anything.

Speaker speaker_0: So just name an actual staffing company you went through to get that job.

Speaker speaker_1: Uh, it'll be Zachary Spears and it'll be On The Track Staffing.

Speaker speaker_0: Thank you. What's the last four of your Social?

Speaker speaker_1: Uh, 1290.

Speaker speaker_0: First name?

Speaker speaker_1: Zachary, Z-A-C-H-A-R-Y.

Speaker speaker_0: All right. And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Uh, it'd be 72 Given Circle, West Point, Georgia, and the birthday would be 4/12/1997.

Speaker speaker_0: And you said, yeah, your phone number is 585-0790?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is zachspears1145@gmail.com?

Speaker speaker_1: Yeah, that's correct.

Speaker speaker_0: Let's see. See, it's not showing anywhere that you got enrolled into the coverage.

Speaker speaker_1: Right. That's what I'm wondering. I had put it in on it when I did my application, though.

Speaker speaker_0: Okay. So what I can do, is I can send you an email this evening to see if you're eligible to get enrolled in this thing. Typically, it takes 24 to 48 hours for the review, but once we hear back, I'll give you a call and let you know if you're eligible to get enrolled or not.

Speaker speaker_1: All right. And you said you're gonna... I gotta do what with the email?

Speaker speaker_0: I'm just... I have to send it back... an email to the back, back office to get an eligibility review, to see if you're eligible to get on the roll.

Speaker speaker_1: Okay. And you'll be giving me a call back?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Uh, do you know about how long... Oh, you said, 24 to 48 hours?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: No problem, Mr. Spears. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_1: Uh, lemme ask you one more question, though. Do you know around about how much it, it costs?

Speaker speaker_0: For... It depends on what you wanna get enrolled to. Dental is \$3.00... would be \$3.63 if it's just you.

Speaker speaker_1: Yes.

Speaker speaker_0: Um, what was the other one?

Speaker speaker_1: Uh, medical.

Speaker speaker_0: In the medical, they out- they offer you three different plans, so depending on which one you get enrolled into. The VIP Standard is \$17.66. The Plus is \$31.61. And the MEC TeleRX plan is \$16.80.

Speaker speaker_1: Uh, I want the cheapest one you got.

Speaker speaker_0: So that would be the MEC TeleRX, and that'll pre-... the care plan. That doesn't include doctors or hospitals. That's just the wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms, eliminating preventive care services.

Speaker speaker_1: Well, what's the one with the hospital?

Speaker speaker_0: That would be the VIP Standard and that one will be \$17.66, but that doesn't include the preventative stuff. That just covers...

Speaker speaker_1: Okay.

Speaker speaker_0: ... doctor, hospitals and prescriptions.

Speaker speaker_1: Okay. Yeah, that's a lot. I'll go with that one.

Speaker speaker_0: Okay. But yeah, so once we get a read... once I get a response.

Speaker speaker_1: Mm-hmm. Now the insurance for the dental, what, how does... is the... what is the dental plan like?

Speaker speaker_0: So the dental, it says preventative visits are covered at 100%, which may include your basic cleanings, checkups and X-rays once per six months. Basic dental work such as fillings or extractions, except for surgical extractions would be covered at 80% once you met your annual deductible of \$50 per person. Major services like crowns or orthodontics here are not covered and the min- the maximum this plan will pay per person is \$500 a year.

Speaker speaker_1: So the maximum payout on, on the insurance for the dental is fi- only \$500?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right. But is the den- the cleanings and stuff, they're free, right?

Speaker speaker_0: I wouldn't be able to say, sir, because we're not the carrier.

Speaker speaker_1: Okay.

Speaker speaker_0: That'd be a question you'd have to ask the carrier.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: No problem, Mr. Spears. You have a great rest of your week, man.

Speaker speaker_1: Oh, uh-huh, you too.