

Transcript: Malcolm

Nash-4835895201284096-4512863039569920

Full Transcript

... on benefits in the card. This is Malcolm. How can I help you? Hi, um, I works for Partners Personnel and I received a message saying that it's been a month since I received my first check and I qualify for benefits. And I was just wondering what kind of benefits. Health insurance offered through Partners Personnel. Say that again? It's the health insurance offered through Partners Personnel. Yes, that's true. Do I go to the agency or do I- We can- 'Cause it told me to call this number. Yeah, we can get you enrolled over the phone if you want to get enrolled. Yeah, yeah. Uh, so I just need the insurance so that I can see, um, my doctors again. What was the last four of your Social? 6631. You say 6631? Yeah. Am I able to do it through the agency? Like, which process is easier? So, like... It depends, uh, typically when you get first enrolled, when- when you first sign on with Partners Personnel, you, they give you, like, a sheet where you can get enrolled. Okay. If you didn't do that, then you can call us to get enrolled. Oh, okay. Um, all right. Well, I guess I'll see how this goes on the phone. If not, then I'll go there. Uh, what do I need to do? I just need the last... Uh, what's your first name? Uh, Herman. Last name? Lopez. And for security purposes, can you verify your address and date of birth for me? 7342 Milton Avenue, and my birthday is 12-21-94. Okay. And I need to see the state and zip code as well. Whittier, California 90602. Thank you. Let's see, we got your phone number 562-326-3427? Yes. And the email is segarherman@yahoo.com? Yes, correct. Thank you. All right. So Partner Personnel offers you medical coverage, free Rx, virtual care, dental, short-term disability, life insurance, vision, critical illness, group accident, preventative care, behavioral health, and an ID expert. Sounds good. And so what plans were you interested in? Well, um, I guess I need, uh, dental, but I also needed to see, um, a dermatologist for my skin, and, uh, I was see- seeing a doctor at PIH. I don't know if it, if it qualifies for that. Um- So you, if you need to know what doctor takes your insurance, you want to go to multiplan.com. Oh, really? Yes. Multiplan.com will tell you what doctors in the area take the insurance. Okay, because I want something specific, right? All right. Sure. Um... Hello? Yes, sir? Okay. So you want me to actually go to that site, or what else should I do? I was just saying if you wanted to find out if your doctors take the insurance, you would go to that website. I wouldn't be able to tell you... I wouldn't be able to tell you what's covered because we're not the carrier, we're just a plan administrator. We just get you enrolled or unenrolled- Oh. ... for the coverage. Okay. All right. What else should we do then for enrollment? Just whatever you were interested in, sir. I wouldn't be able to make any recommendations. Oh, okay. Mm. So I can do this at the agency as well? So they do, they... I'm not sure how it will work because, again, we're not- All right. ... we're not Partners Personnel and we're not a, we're not a staffing company. You could reach out to them to see if you can do it in person, but typically people call us- Mm-hmm. ... to get enrolled over the phone. When I enroll right here on the phone, am I enrolling over, um, like, bene- like, what

kind of benefits, like, do I have to pick which ones I want? Yes, sir. Do they just take some, uh, money out of my check? Yes, sir. It's taken out of your week, pay- your say- your paycheck weekly. Interesting. Um, I guess I'll- I'll- I'll try with the agency first, see what advice they can give me, and then I'll call you- I'll call back this number. That's fine. We're open- Okay. ... so you do have, you have 30 days from the date you received your first paycheck to get enrolled into the coverage, and we're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. Okay. All right. Thank you. No problem, Mr. Lopez- Oh, what was the- Yeah, have a nice day. What was the website you said again? Multiplan.com. Multiplan.com. All right. Thank you so much. No problem, Mr. Lopez. You have a great rest of your week. You too. Bye-bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: ... on benefits in the card. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, um, I works for Partners Personnel and I received a message saying that it's been a month since I received my first check and I qualify for benefits. And I was just wondering what kind of benefits.

Speaker speaker_0: Health insurance offered through Partners Personnel.

Speaker speaker_1: Say that again?

Speaker speaker_0: It's the health insurance offered through Partners Personnel.

Speaker speaker_1: Yes, that's true. Do I go to the agency or do I-

Speaker speaker_0: We can-

Speaker speaker_1: 'Cause it told me to call this number.

Speaker speaker_0: Yeah, we can get you enrolled over the phone if you want to get enrolled.

Speaker speaker_1: Yeah, yeah. Uh, so I just need the insurance so that I can see, um, my doctors again.

Speaker speaker_0: What was the last four of your Social?

Speaker speaker_1: 6631.

Speaker speaker_0: You say 6631?

Speaker speaker_1: Yeah. Am I able to do it through the agency? Like, which process is easier? So, like...

Speaker speaker_0: It depends, uh, typically when you get first enrolled, when- when you first sign on with Partners Personnel, you, they give you, like, a sheet where you can get enrolled.

Speaker speaker_1: Okay.

Speaker speaker_0: If you didn't do that, then you can call us to get enrolled.

Speaker speaker_1: Oh, okay. Um, all right. Well, I guess I'll see how this goes on the phone. If not, then I'll go there. Uh, what do I need to do?

Speaker speaker_0: I just need the last... Uh, what's your first name?

Speaker speaker_1: Uh, Herman.

Speaker speaker_0: Last name?

Speaker speaker_1: Lopez.

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

Speaker speaker_1: 7342 Milton Avenue, and my birthday is 12-21-94.

Speaker speaker_0: Okay. And I need to see the state and zip code as well.

Speaker speaker_1: Whittier, California 90602.

Speaker speaker_0: Thank you. Let's see, we got your phone number 562-326-3427?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email is segarherman@yahoo.com?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: Thank you. All right. So Partner Personnel offers you medical coverage, free Rx, virtual care, dental, short-term disability, life insurance, vision, critical illness, group accident, preventative care, behavioral health, and an ID expert.

Speaker speaker_1: Sounds good.

Speaker speaker_0: And so what plans were you interested in?

Speaker speaker_1: Well, um, I guess I need, uh, dental, but I also needed to see, um, a dermatologist for my skin, and, uh, I was see- seeing a doctor at PIH. I don't know if it, if it qualifies for that. Um-

Speaker speaker_0: So you, if you need to know what doctor takes your insurance, you want to go to multiplan.com.

Speaker speaker_1: Oh, really?

Speaker speaker_0: Yes. Multiplan.com will tell you what doctors in the area take the insurance.

Speaker speaker_1: Okay, because I want something specific, right? All right.

Speaker speaker_0: Sure.

Speaker speaker_1: Um... Hello?

Speaker speaker_0: Yes, sir?

Speaker speaker_1: Okay. So you want me to actually go to that site, or what else should I do?

Speaker speaker_0: I was just saying if you wanted to find out if your doctors take the insurance, you would go to that website. I wouldn't be able to tell you... I wouldn't be able to tell you what's covered because we're not the carrier, we're just a plan administrator. We just get you enrolled or unenrolled-

Speaker speaker_1: Oh.

Speaker speaker_0: ... for the coverage.

Speaker speaker_1: Okay. All right. What else should we do then for enrollment?

Speaker speaker_0: Just whatever you were interested in, sir. I wouldn't be able to make any recommendations.

Speaker speaker_1: Oh, okay. Mm. So I can do this at the agency as well?

Speaker speaker_0: So they do, they... I'm not sure how it will work because, again, we're not-

Speaker speaker_1: All right.

Speaker speaker_0: ... we're not Partners Personnel and we're not a, we're not a staffing company. You could reach out to them to see if you can do it in person, but typically people call us-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... to get enrolled over the phone.

Speaker speaker_1: When I enroll right here on the phone, am I enrolling over, um, like, bene-like, what kind of benefits, like, do I have to pick which ones I want?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Do they just take some, uh, money out of my check?

Speaker speaker_0: Yes, sir. It's taken out of your week, pay- your say- your paycheck weekly.

Speaker speaker_1: Interesting. Um, I guess I'll- I'll- I'll try with the agency first, see what advice they can give me, and then I'll call you- I'll call back this number.

Speaker speaker_0: That's fine. We're open-

Speaker speaker_1: Okay.

Speaker speaker_0: ... so you do have, you have 30 days from the date you received your first paycheck to get enrolled into the coverage, and we're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: No problem, Mr. Lopez-

Speaker speaker_1: Oh, what was the-

Speaker speaker_0: Yeah, have a nice day.

Speaker speaker_1: What was the website you said again?

Speaker speaker_0: Multiplan.com.

Speaker speaker_1: Multiplan.com. All right. Thank you so much.

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

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Thank you. Bye.