

## Transcript: Malcolm

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. This is Malcolm, Benefits in a Card. How can I help you? Uh, hello. I was calling... Um, I'm already enrolled, but I was just wanting to make sure that I actually enroll in a medical plan, 'cause I did it online through the, um, enrollment app, and this my first time enrolling, so I just want to make sure that I actually do have a medical plan. What staffing company do you work for? Crown, Crown Staffing Healthcare. What's the last four of your social security card? 8857. First name? Melissa. Last name? Groves, G-R-O-V-E-S. For social security purposes, can you verify your address and date of birth for me? 1510 Aletha Drive, Louisville, Kentucky 40219, 01/28/1986. Thank you. So you got the MEC preventative care plan, that's good for like women's checkups, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. That doesn't include doctor's out fills or prescriptions. Okay, 'cause I- I couldn't... Okay, that's what I wanted... So what is the MEC Enhanced 'cause I didn't know what was what? The MEC Enhanced combines the preventative care with the medical plan. Okay, but it does cover me for the vision, the dental and the rest of it, right? Oh, yeah. Yeah, you got the VIP standard plan too, that covers doctor's out fills and prescriptions. See, I didn't know what that was. I th- Okay, so wait a minute. So I don't need to... I don't need to get another plan? I wouldn't be able to make any recommendations, ma'am, but you do have coverage there for medical. Okay, and then through the VIP, so that's the full fledged medical plan, right? What do you mean by full fledged? Like, if I... O- Okay, I'm sorry, like, what, if I needed to go and get like a, uh, to the hospital or something, like a, uh, if I got a... You know, to see a PCP, a, you know what I mean, a primary care, you know? It does, it does give you hospital. It does have hospital benefits. Okay, but it don't have- But it has- ... just like regi-... I'm sorry. Oh, I'm sorry. Sorry. Look, we're not the carrier. I wouldn't be able to tell you what's specifically covered, but I do know that it does offer hospital benefits. Okay, so you're not, you're not at, uh, leisure to tell me which one is the actual medical plan if that's not the MEC Enhanced? No, they're both medical plans, they just cover two different things. The MEC plan covers preventative coverages, the M- the VIP standard, that covers doctor's out fills and prescriptions. Okay. Okay, so I got the right one then. Okay, when does that coverage, uh, start, sir? Uh, open enrollment will be active as of February 6th, 2025. Okay, and they'll be taking out... What is it, 40, uh, 50, 49.49, correct? Every week? Uh, 49.54. Okay. All right, thank you so much, I appreciate it now. No problem, ma'am. You missed a beneficiary for your life insurance policy. Would you like to add a beneficiary? Yes. It's, it's for my, like, for my son, right? Yeah, I want my son to be on there. All right. Xavier Sincere, X-A-V-I-E-R... Last name? Blueberry. I- i- it's Xavier-Xavier-Sincere, that's his full name, X-A-V-I-E-R-S-I-N-C-E-R-E, that's his first name, and his last name is Warren, W-A-R-R-E-N. You said the first name was Xavier Sincere? Yes,

Xavier Sincere. S-I-N-C-E-R-E? S-I-N-C-E-R-E, yes. Okay. Was there anything else I could help you with today, Ms. Groves? No, I appreciate it. Thank you so much now. No problem. This is Malcolm Benefits in a Card. Hope you have a great rest of your week. You too, bye bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hello. This is Malcolm, Benefits in a Card. How can I help you?

Speaker speaker\_2: Uh, hello. I was calling... Um, I'm already enrolled, but I was just wanting to make sure that I actually enroll in a medical plan, 'cause I did it online through the, um, enrollment app, and this my first time enrolling, so I just want to make sure that I actually do have a medical plan.

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

Speaker speaker\_2: Crown, Crown Staffing Healthcare.

Speaker speaker\_1: What's the last four of your social security card?

Speaker speaker\_2: 8857.

Speaker speaker\_1: First name?

Speaker speaker\_2: Melissa.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Groves, G-R-O-V-E-S.

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

Speaker speaker\_2: 1510 Aletha Drive, Louisville, Kentucky 40219, 01/28/1986.

Speaker speaker\_1: Thank you. So you got the MEC preventative care plan, that's good for like women's checkups, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. That doesn't include doctor's out fills or prescriptions.

Speaker speaker\_2: Okay, 'cause I- I couldn't... Okay, that's what I wanted... So what is the MEC Enhanced 'cause I didn't know what was what?

Speaker speaker\_1: The MEC Enhanced combines the preventative care with the medical plan.

Speaker speaker\_2: Okay, but it does cover me for the vision, the dental and the rest of it, right?

Speaker speaker\_1: Oh, yeah. Yeah, you got the VIP standard plan too, that covers doctor's out fills and prescriptions.

Speaker speaker\_2: See, I didn't know what that was. I th- Okay, so wait a minute. So I don't need to... I don't need to get another plan?

Speaker speaker\_1: I wouldn't be able to make any recommendations, ma'am, but you do have coverage there for medical.

Speaker speaker\_2: Okay, and then th- through the VIP, so that's the full fledged medical plan, right?

Speaker speaker\_1: What do you mean by full fledged?

Speaker speaker\_2: Like, if I... O- Okay, I'm sorry, like, what, if I needed to go and get like a, uh, to the hospital or something, like a, uh, if I got a... You know, to see a PCP, a, you know what I mean, a primary car-, you know?

Speaker speaker\_1: It does, it does give you hospital. It does have hospital benefits.

Speaker speaker\_2: Okay, but it don't have-

Speaker speaker\_1: But it has-

Speaker speaker\_2: ... just like regi-... I'm sorry. Oh, I'm sorry. Sorry.

Speaker speaker\_1: Look, we're not the carrier. I wouldn't be able to tell you what's specifically covered, but I do know that it does offer hospital benefits.

Speaker speaker\_2: Okay, so you're not, you're not at, uh, leisure to tell me which one is the actual medical plan if that's not the MEC Enhanced?

Speaker speaker\_1: No, they're both medical plans, they just cover two different things. The MEC plan covers preventative coverages, the M- the VIP standard, that covers doctor's out fills and prescriptions.

Speaker speaker\_2: Okay. Okay, so I got the right one then. Okay, when does that coverage, uh, start, sir?

Speaker speaker\_1: Uh, open enrollment will be active as of February 6th, 2025.

Speaker speaker\_2: Okay, and they'll be taking out... What is it, 40, uh, 50, 49.49, correct? Every week?

Speaker speaker\_1: Uh, 49.54.

Speaker speaker\_2: Okay. All right, thank you so much, I appreciate it now.

Speaker speaker\_1: No problem, ma'am. You missed a beneficiary for your life insurance policy. Would you like to add a beneficiary?

Speaker speaker\_2: Yes. It's, it's for my, like, for my son, right? Yeah, I want my son to be on there.

Speaker speaker\_1: All right.

Speaker speaker\_2: Xavier Sincere, X-A-V-I-E-R...

Speaker speaker\_1: Last name?

Speaker speaker\_2: Blueberry. I- i- it's Xavier-Xavier-Sincere, that's his full name, X-A-V-I-E-R-S-I-N-C-E-R-E, that's his first name, and his last name is Warren, W-A-R-R-E-N.

Speaker speaker\_1: You said the first name was Xavier Sincere?

Speaker speaker\_2: Yes, Xavier Sincere.

Speaker speaker\_1: S-I-N-C-E-R-E?

Speaker speaker\_2: S-I-N-C-E-R-E, yes.

Speaker speaker\_1: Okay. Was there anything else I could help you with today, Ms. Groves?

Speaker speaker\_2: No, I appreciate it. Thank you so much now.

Speaker speaker\_1: No problem. This is Malcolm Benefits in a Card. Hope you have a great rest of your week.

Speaker speaker\_2: You too, bye bye.