

## Transcript: Malcolm

**Nash-4970656868286464-4897379458170880**

### 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? Uh, yes, I was calling, um, to enroll for my benefits, but I was trying to see, do I have to pay today to enroll? No, ma'am. It comes out once your first paycheck, whenever you receive your first paycheck. Oh, yeah, I received it on the seventh of last month. What, what's the, what staffing company do you work for, ma'am? ACC Healthcare. Last four of your Social? 4182. First name? Deja. Last name? Thompson. For security purposes, can you verify your address and date of birth for me? Yes, sir. I'm good. How are you? Um, 5307 0 Washboro Road, Evergreen, Alabama 36401, January 9th, 2003. Thank you. So we got your phone number, 251-227-2287? That's correct. And then the email is alloday22@gmail.com? Yeah, it's three twos. Oh, it's three twos? Yes. And what type of coverage were you wanting to get enrolled into? Uh, one second. Okay. What are my options? So they offer you medical; free Rx, dental; short-term disability; life insurance; vision; critical illness; group accident; preventative care; behavior health; and the ID/X-rays. Medical and life insurance. For medical, they offer you four different plans. They offer you the VIP Plus and the VIP Prime. They both cover doctors, hospitals, and prescriptions. The only difference between the two is the Prime covers more than the Plus. And then you've got the MEC Enhanced and 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, and that includes access to free Rx, which gives you access to over 800 generic acute and chronic medications. And then you have the MEC Enhanced, which combines the MEC plan with the VIP plan. Okay. How much is the Plus? The Insure Plus... The VIP Plus is \$31.71. The Prime is \$43.41. Mm, so does the Prime cover, uh, like, all the medical, medical issues, like, um, medicines and doctor visits? It covers, it covers doctors, hospitals, and prescriptions. Okay. Yeah, well, I w- I wanna go with that one. Which one, the Plus or the Prime? The Prime. Was there anything else that you were interested in? Okay. Sorry? Was there anything else that you're interested in? In the life insurance. Is there anything else? No, that'll be all. So with those two selected, your total will be \$45.40, uh, 52 cents. That'll be deducted weekly. Do you authorize your employer to make these deductions? So I have to pay \$45 a week? Yes, ma'am. Oh, okay. Well, that's all right. I thought, like, the benefits would give me some kind of discount, but I, I don't... I'll just wait to sign up for it. Oh, so you don't want it? No, sir. Was there anything else- Have a good day, sir. I can help you with... Have a good day, sir. Sir? Was there anything else I can help you with today? No, that'll be all. There's nothing else. Thanks for calling Benefits in a Card. I hope you have a great weekend. You too.

## 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: Uh, yes, I was calling, um, to enroll for my benefits, but I was trying to see, do I have to pay today to enroll?

Speaker speaker\_1: No, ma'am. It comes out once your first paycheck, whenever you receive your first paycheck.

Speaker speaker\_2: Oh, yeah, I received it on the seventh of last month.

Speaker speaker\_1: What, what's the, what staffing company do you work for, ma'am?

Speaker speaker\_2: ACC Healthcare.

Speaker speaker\_1: Last four of your Social?

Speaker speaker\_2: 4182.

Speaker speaker\_1: First name?

Speaker speaker\_2: Deja.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Thompson.

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

Speaker speaker\_2: Yes, sir. I'm good. How are you? Um, 5307 0

Speaker speaker\_3: Washboro Road, Evergreen, Alabama 36401, January 9th, 2003.

Speaker speaker\_1: Thank you. So we got your phone number, 251-227-2287?

Speaker speaker\_2: That's correct.

Speaker speaker\_1: And then the email is alloday22@gmail.com?

Speaker speaker\_2: Yeah, it's three twos.

Speaker speaker\_1: Oh, it's three twos?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And what type of coverage were you wanting to get enrolled into?

Speaker speaker\_2: Uh, one second.

Speaker speaker\_1: Okay.

Speaker speaker\_2: What are my options?

Speaker speaker\_1: So they offer you medical; free Rx, dental; short-term disability; life insurance; vision; critical illness; group accident; preventative care; behavior health; and the ID/X-rays.

Speaker speaker\_2: Medical and life insurance.

Speaker speaker\_1: For medical, they offer you four different plans. They offer you the VIP Plus and the VIP Prime. They both cover doctors, hospitals, and prescriptions. The only difference between the two is the Prime covers more than the Plus. And then you've got the MEC Enhanced and 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, and that includes access to free Rx, which gives you access to over 800 generic acute and chronic medications. And then you have the MEC Enhanced, which combines the MEC plan with the VIP plan.

Speaker speaker\_2: Okay. How much is the Plus?

Speaker speaker\_1: The Insure Plus... The VIP Plus is \$31.71. The Prime is \$43.41.

Speaker speaker\_2: Mm, so does the Prime cover, uh, like, all the medical, medical issues, like, um, medicines and doctor visits?

Speaker speaker\_1: It covers, it covers doctors, hospitals, and prescriptions.

Speaker speaker\_2: Okay. Yeah, well, I w- I wanna go with that one.

Speaker speaker\_1: Which one, the Plus or the Prime?

Speaker speaker\_2: The Prime.

Speaker speaker\_1: Was there anything else that you were interested in?

Speaker speaker\_2: Okay. Sorry?

Speaker speaker\_1: Was there anything else that you're interested in?

Speaker speaker\_2: In the life insurance.

Speaker speaker\_1: Is there anything else?

Speaker speaker\_2: No, that'll be all.

Speaker speaker\_1: So with those two selected, your total will be \$45.40, uh, 52 cents. That'll be deducted weekly. Do you authorize your employer to make these deductions?

Speaker speaker\_2: So I have to pay \$45 a week?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Oh, okay. Well, that's all right. I thought, like, the benefits would give me some kind of discount, but I, I don't... I'll just wait to sign up for it.

Speaker speaker\_1: Oh, so you don't want it?

Speaker speaker\_2: No, sir.

Speaker speaker\_1: Was there anything else-

Speaker speaker\_2: Have a good day, sir.

Speaker speaker\_1: I can help you with...

Speaker speaker\_2: Have a good day, sir.

Speaker speaker\_1: Sir? Was there anything else I can help you with today?

Speaker speaker\_2: No, that'll be all.

Speaker speaker\_1: There's nothing else. Thanks for calling Benefits in a Card. I hope you have a great weekend.

Speaker speaker\_2: You too.