

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hey, Malcolm. Um, is this, like, an insurance company? So we're, we aren't the insurance company. We're a plan administrator for health insurance for staffing companies. All we do is get you enrolled or unenrolled from the health insurance. Okay. Um, I work for ATC. I received a text. Um, what plans do they have available? What, what are they offering? ATC. Now what's... Give me one moment while I pull up their benefits guide. What's the last four of your Social? It is 8933. First name? Shamala. For security purposes, can you verify your address and date of birth for me? It is 7719 Mendooour Drive, North Charleston, 29418 and it is 09/16/1985. Thank you. So we got your phone number, 843-991-4461? Yes. And your email is staffforshamala@gmail.com? Yes. You... so let's say they, they offer you medical, free Rx, virtual care, dental, short-term disability, life insurance, vision, critical illness and group accident, preventative care, behavior health, and the ID experts. Okay, for... Is it, um, you're taking out... How much do they take out? Like, what, what... like, okay so, what's the best plan that they have? Or is everything separate? So I wouldn't be... I wouldn't be able to make any recommendations unfortunately, and yes, everything's separate. So the medical is just covers doctors, hospitals and prescriptions. That doesn't include dental or vision. Dental and vision are two separate add-ons in and of themselves. Okay. So how much is the medical, how much is the dental, how much is the vision? The dental will be \$3.64. The vision will be \$2.15. And as far as medical, they offer you four different plans. They offer you the VIP Plus and the VIP Prime. Both these cover doctors, hospitals and prescriptions. The only difference between the two is the Prime covers more than the Plus. The Plus is \$31.71. The Prime is \$43.41. And then the other two medical plans that they offer you is the MEC-TeleRx. That'd be good for wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services. And it also gives you access to free Rx, which gives you access to over 800 generic acute and chronic medications. And then they offer you the MEC Enhanced, which is a combination of the MEC plan and the VIP plan, which gives you access to doctors, hospitals and prescriptions and it lets you have the preventative side as well. Okay, um, I have a quick question. Do... They, they take these, uh, weekly or monthly? Weekly. Okay. So that's about, uh, \$50 a week. Hold on, let me transfer you back to the man in the car. Can you hear me? Yes, ma'am. Okay, cool. So that'll be about \$50 a week if you do the vision, the... do the Plus and the, and the vision. And so, um... Okay. So how... How... With those three selected, it'd be \$37.50. For... Okay. And the... Okay. For the one... No. Remember you said the vision... No, you said the, the Premium and the Plus, right? Yeah. How much is the Premium and how much is the Plus? The Plus is the one you said you wanted and that was \$31.71. The Prime is \$43.41. Oh, I would take the Prime if I, I could

afford for them to take \$50 off my check a week. Right. So with those three selected, your total would be \$49.20. That'd be deducted weekly. Was there anything else that you're interested in? Uh, what else y'all got? So right now you have the den- medical, dental and vision. They offer you free Rx, virtual care, short-term disability, life insurance, critical illness, group accidents, preventative care, behavior health and the ID experts. No, I don't think... How long do I have before I can, um... Or can I go on the website? But let me go on the website. Well, how long does this last? Let me go on the website and look at everything first. So you guys are in open enrollment until 12/28. Okay. No, I'll have it done by this, this afternoon. Let me be... 'cause you're talking and I'm driving. I'm listening to you, but if I read it, I'll understand it better. Okay. Well, was there anything else I could help you with today, Ms. Shamala? No, sir. Thank you so much. No problem. Thanks for calling Benefits in the Car. I 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: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_2: Hey, Malcolm. Um, is this, like, an insurance company?

Speaker speaker_1: So we're, we aren't the insurance company. We're a plan administrator for health insurance for staffing companies. All we do is get you enrolled or unenrolled from the health insurance.

Speaker speaker_2: Okay. Um, I work for ATC. I received a text. Um, what plans do they have available? What, what are they offering?

Speaker speaker_1: ATC. Now what's... Give me one moment while I pull up their benefits guide. What's the last four of your Social?

Speaker speaker_2: It is 8933.

Speaker speaker_1: First name?

Speaker speaker_2: Shamala.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: It is 7719 Mendooour Drive, North Charleston, 29418 and it is 09/16/1985.

Speaker speaker_1: Thank you. So we got your phone number, 843-991-4461?

Speaker speaker_2: Yes.

Speaker speaker_1: And your email is staffforshamala@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: You... so let's say they, they offer you medical, free Rx, virtual care, dental, short-term disability, life insurance, vision, critical illness and group accident, preventative care, behavior health, and the ID experts.

Speaker speaker_2: Okay, for... Is it, um, you're taking out... How much do they take out? Like, what, what... like, okay so, what's the best plan that they have? Or is everything separate?

Speaker speaker_1: So I wouldn't be... I wouldn't be able to make any recommendations unfortunately, and yes, everything's separate. So the medical is just covers doctors, hospitals and prescriptions. That doesn't include dental or vision. Dental and vision are two separate add-ons in and of themselves.

Speaker speaker_2: Okay. So how much is the medical, how much is the dental, how much is the vision?

Speaker speaker_1: The dental will be \$3.64. The vision will be \$2.15. And as far as medical, they offer you four different plans. They offer you the VIP Plus and the VIP Prime. Both these cover doctors, hospitals and prescriptions. The only difference between the two is the Prime covers more than the Plus. The Plus is \$31.71. The Prime is \$43.41. And then the other two medical plans that they offer you is the MEC-TeleRx. That'd be good for wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services. And it also gives you access to free Rx, which gives you access to over 800 generic acute and chronic medications. And then they offer you the MEC Enhanced, which is a combination of the MEC plan and the VIP plan, which gives you access to doctors, hospitals and prescriptions and it lets you have the preventative side as well.

Speaker speaker_2: Okay, um, I have a quick question. Do... They, they take these, uh, weekly or monthly?

Speaker speaker_1: Weekly.

Speaker speaker_2: Okay. So that's about, uh, \$50 a week. Hold on, let me transfer you back to the man in the car. Can you hear me?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay, cool. So that'll be about \$50 a week if you do the vision, the... do the Plus and the, and the vision. And so, um... Okay. So how... How...

Speaker speaker_1: With those three selected, it'd be \$37.50.

Speaker speaker_2: For... Okay. And the... Okay. For the one... No. Remember you said the vision... No, you said the, the Premium and the Plus, right?

Speaker speaker_1: Yeah.

Speaker speaker_2: How much is the Premium and how much is the Plus?

Speaker speaker_1: The Plus is the one you said you wanted and that was \$31.71. The Prime is \$43.41.

Speaker speaker_2: Oh, I would take the Prime if I, I could afford for them to take \$50 off my check a week.

Speaker speaker_1: Right. So with those three selected, your total would be \$49.20. That'd be deducted weekly. Was there anything else that you're interested in?

Speaker speaker_2: Uh, what else y'all got?

Speaker speaker_1: So right now you have the den- medical, dental and vision. They offer you free Rx, virtual care, short-term disability, life insurance, critical illness, group accidents, preventative care, behavior health and the ID experts.

Speaker speaker_2: No, I don't think... How long do I have before I can, um... Or can I go on the website? But let me go on the website. Well, how long does this last? Let me go on the website and look at everything first.

Speaker speaker_1: So you guys are in open enrollment until 12/28.

Speaker speaker_2: Okay. No, I'll have it done by this, this afternoon. Let me be... 'cause you're talking and I'm driving. I'm listening to you, but if I read it, I'll understand it better.

Speaker speaker_1: Okay. Well, was there anything else I could help you with today, Ms. Shamala?

Speaker speaker_2: No, sir. Thank you so much.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_2: You too. Bye-bye.