

Transcript: Malcolm

Nash-5026634900619264-5884929836236800

Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hey, uh, this is, this is Caleb Price, and I have some, I have some questions on my, uh, my health insurance policy. All right. What's the last company you worked for? Um, uh, WorkSource in Boonville, Arkansas. You said WorkSource? Yeah, WorkSource in Boonville, Arkansas. It's for- Last four of your social number? ... offline. Uh, 7643. First name? Uh, Caleb, uh, Pri... Well, my last name is Price, but it's Caleb, K-A-L-E-B. Right. For security purposes, can you verify your address and date of birth for me? Uh, 6701 Dallas Street, Apartment 7. And I need the city state too. Uh, four... Yeah, Fort, Fort Smith, Arkansas, 72903. And your date of birth? 08-27-97. Thank you. So we got your phone number, 479-401-7351. Yes, sir. And we got email as caleb358@gmail.com. Yes, sir. Right. How can I help you today, Mr. Price? Okay. So I was, I was wondering if I can get, like, a physical card of my health... Like, a, the... A physical medical card of my health insurance policy, uh, that I get through the company. And I, I was wondering if I can get... Basically, I'm wondering if I can get a card, and, uh, I wanted to know if there was... Like, who all is on my, uh, insurance policy 'cause I, I think I remember... I think I remember putting my daughter down, uh, as, uh, one, uh, one of the, uh, as... The depend- I, I, I think I rememb... Yeah, I, I put... I'm pretty sure I put my daughter down as a dependent on my health insurance policy. Yeah. Right. So did you not receive your ID cards when you called us earlier to request them? Yeah, I got it digi... I got it digitally. Like, he, he, uh, sent it, uh, through my... through the email, but I was wanting a physical copy, like a, a card. Like a- Yes, sir, sir. ... physical card. The physical card takes one to two weeks to get to you. Yeah, that's fine. Okay. And if you want- But, you know- So I just need you to... Go ahead. Well, I'm sorry. Go ahead. Uh, I was just asking about my daughter being on my insurance. Yeah, I was going to say. Huh. So is it a Willow Price? Yeah, it's Willow Haven Price. So there's no Social Security on file that will be needed. Yeah, I, I do, I do have... Uh, uh, I'm about to go see my baby mama right now and pick her up. Um, she, she does have a Social Security, uh, number, and I will... I'll be able to get that from her, her in a second. Okay. So you... So are you gonna call back once you get the information? Yeah. Uh, I just, um, uh, yeah, I just wanted to know if she was on the insurance policy, but I will call back and, and, uh, let you know about the Social Security number. Okay. But yeah, she... It looks like she's only on your preventative care plan, and that's it. Okay. Is... Uh, what does that mean? Like- So she's not on your other insurances. She's only on the preventative plan, and that's it. She's not on your medical. She's not on your vision, on your dental or your behavioral health or your group accident, your critical illness, life insurance. Is there any... Is... So I... Uh, is there any way I could put her on there? No, sir, 'cause at this point you're outside of your personal open enrollment window, which is 30 days from the date you receive your first paycheck. At this point, you have to wait until a company open enrollment period. You have to have a qualifying

life event, such as marriage and divorce, having or adopting a child, or gaining or losing coverage from another carrier in, in order to add her onto your coverage. Oh, okay. All right. So what does the preventative plan offer? It's good for, like, wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative services. Okay. All right. Uh, well, that sounds good anyways. Um... All right. Thank you. Uh, I will call back here in a second and provide, provide the, uh, Social Security number for, uh, Willow. All right. Well, was there anything else I can help you with today, Mr. Price? Uh, no. Um, if there is, I'll, I'll call back here in the next, like, 30 minutes or so 'cause I'm literally getting some medication right now at... uh, from this pharmacy, and I gotta go get some liquids. I've been feeling sick all day, man. Like, I... I've been... My body just... It ha... ain't having it right now. So- Understand. Uh, I'll, I'll, I'll call back. If there's anything else I need, I'll call back here in the next 30 minutes and provide the Social Security number for, uh, Willow. Okay? All right. If there's nothing else, Mr. Price, I hope you feel better, man, and have a great rest of your week. I'll try, man. I'll try. Okay.

Conversation Format

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

Speaker speaker_1: Hey, uh, this is, this is Caleb Price, and I have some, I have some questions on my, uh, my health insurance policy.

Speaker speaker_0: All right. What's the last company you worked for?

Speaker speaker_1: Um, uh, WorkSource in Boonville, Arkansas.

Speaker speaker_0: You said WorkSource?

Speaker speaker_1: Yeah, WorkSource in Boonville, Arkansas. It's for-

Speaker speaker_0: Last four of your social number?

Speaker speaker_1: ... offline. Uh, 7643.

Speaker speaker_0: First name?

Speaker speaker_1: Uh, Caleb, uh, Pri... Well, my last name is Price, but it's Caleb, K-A-L-E-B.

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

Speaker speaker_1: Uh, 6701 Dallas Street, Apartment 7.

Speaker speaker_0: And I need the city state too.

Speaker speaker_1: Uh, four... Yeah, Fort, Fort Smith, Arkansas, 72903.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 08-27-97.

Speaker speaker_0: Thank you. So we got your phone number, 479-401-7351.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And we got email as caleb358@gmail.com.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Right. How can I help you today, Mr. Price?

Speaker speaker_1: Okay. So I was, I was wondering if I can get, like, a physical card of my health... Like, a, the... A physical medical card of my health insurance policy, uh, that I get through the company. And I, I was wondering if I can get... Basically, I'm wondering if I can get a card, and, uh, I wanted to know if there was... Like, who all is on my, uh, insurance policy 'cause I, I think I remember... I think I remember putting my daughter down, uh, as, uh, one, uh, one of the, uh, as...

Speaker speaker_0: The depend-

Speaker speaker_1: I, I, I think I rememb... Yeah, I, I put... I'm pretty sure I put my daughter down as a dependent on my health insurance policy. Yeah.

Speaker speaker_0: Right. So did you not receive your ID cards when you called us earlier to request them?

Speaker speaker_1: Yeah, I got it digi... I got it digitally. Like, he, he, uh, sent it, uh, through my... through the email, but I was wanting a physical copy, like a, a card. Like a-

Speaker speaker_0: Yes, sir, sir.

Speaker speaker_1: ... physical card.

Speaker speaker_0: The physical card takes one to two weeks to get to you.

Speaker speaker_1: Yeah, that's fine.

Speaker speaker_0: Okay. And if you want-

Speaker speaker_1: But, you know-

Speaker speaker_0: So I just need you to... Go ahead.

Speaker speaker_1: Well, I'm sorry. Go ahead. Uh, I was just asking about my daughter being on my insurance.

Speaker speaker_0: Yeah, I was going to say. Huh. So is it a Willow Price?

Speaker speaker_1: Yeah, it's Willow Haven Price.

Speaker speaker_0: So there's no Social Security on file that will be needed.

Speaker speaker_1: Yeah, I, I do, I do have... Uh, uh, I'm about to go see my baby mama right now and pick her up. Um, she, she does have a Social Security, uh, number, and I will... I'll be able to get that from her, her in a second.

Speaker speaker_0: Okay. So you... So are you gonna call back once you get the information?

Speaker speaker_1: Yeah. Uh, I just, um, uh, yeah, I just wanted to know if she was on the insurance policy, but I will call back and, and, uh, let you know about the Social Security number.

Speaker speaker_0: Okay. But yeah, she... It looks like she's only on your preventative care plan, and that's it.

Speaker speaker_1: Okay. Is... Uh, what does that mean? Like-

Speaker speaker_0: So she's not on your other insurances. She's only on the preventative plan, and that's it. She's not on your medical. She's not on your vision, on your dental or your behavioral health or your group accident, your critical illness, life insurance.

Speaker speaker_1: Is there any... Is... So I... Uh, is there any way I could put her on there?

Speaker speaker_0: No, sir, 'cause at this point you're outside of your personal open enrollment window, which is 30 days from the date you receive your first paycheck. At this point, you have to wait until a company open enrollment period. You have to have a qualifying life event, such as marriage and divorce, having or adopting a child, or gaining or losing coverage from another carrier in, in order to add her onto your coverage.

Speaker speaker_1: Oh, okay. All right. So what does the preventative plan offer?

Speaker speaker_0: It's good for, like, wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative services.

Speaker speaker_1: Okay. All right. Uh, well, that sounds good anyways. Um... All right. Thank you. Uh, I will call back here in a second and provide, provide the, uh, Social Security number for, uh, Willow.

Speaker speaker_0: All right. Well, was there anything else I can help you with today, Mr. Price?

Speaker speaker_1: Uh, no. Um, if there is, I'll, I'll call back here in the next, like, 30 minutes or so 'cause I'm literally getting some medication right now at... uh, from this pharmacy, and I gotta go get some liquids. I've been feeling sick all day, man. Like, I... I've been... My body just... It ha... ain't having it right now. So-

Speaker speaker_0: Understand.

Speaker speaker_1: Uh, I'll, I'll, I'll call back. If there's anything else I need, I'll call back here in the next 30 minutes and provide the Social Security number for, uh, Willow. Okay?

Speaker speaker_0: All right. If there's nothing else, Mr. Price, I hope you feel better, man, and have a great rest of your week.

Speaker speaker_1: I'll try, man. I'll try.

Speaker speaker_0: Okay.