

Transcript: Malcolm

Nash-5221312408010752-5698510319468544

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? Yeah, I would, uh, I'm a Cara employee and I was calling about insurance benefits. All right. Well, you wanting to get enrolled or you just wanting to get information? Well, I mean, both. Both. All right. What's the last four of your social? 6763. First name? Jonathan. Last name? Jenkins. For security purposes, can you verify your address and date of birth for me? Uh, 5136 East Evergreen Street, Unit 1010, Mesa, Arizona 85205. And you needed what other? Can you say that one more time? You said that a little fast for me. I need your address and your date of birth. Sorry, five, uh, 512-23-87 and it's 5136 East Evergreen Street, Unit 1010, Mesa, Arizona 85205. Thank you. So I got your phone number. 8- 480-953-8140? Yeah. And your email is mastermind0070@gmail.com? It's master... Yeah. Absolutely. Thank you. All right. What, what was your question, sir? Okay. So I'm a, I'm a type one and a half diabetic and I need to know, uh, which plan, like premium, which premium is going to be the best for me with my medicines and stuff. So unfortunately, I wouldn't be able to make any recommendations. But I can say that they do offer you Free Rx and they offer you the MEC TeleRx plan. So the Free Rx gives you access to over 800 acute and chronic medications to give you this at a discount price. And then, you, you can get it alone or you can get it combined with the preventative care with the MEC TeleRx. The FreeRx by itself is \$5.99 and then the MEC TeleRx which includes the preventative care and the FreeRx is \$17.96. On top of the premium? No, that is the premium. The premium is \$17.96. Oh, okay. 'Cause yeah, the paperwork, the, in the email that they sent me, like the premium, like there was your basic and then there was your, I guess, your next step and the next step showed it was like 35 something. So it depends. So it does depends on what you, what all you get enrolled into. The FreeRx, the free, the MEC TeleRx by itself is \$17.96 but if you add like the dental or the short-term disability or life insurance and the vision, the price will of course go up. Okay. And, uh, like being diabetic, I need to do, I know you can't give recommendations, but I need, I just need to do the best plan that's gonna be for me. Like, uh, that's why I'm calling and, you know, instead of trying to do this online. Yes, sir. I understand. Um, unfortunately, I wouldn't be able to even give any recommendations. I can only tell you what's, what's included in the plans. 'Cause again, we're not a, we're not a carrier as well. That's why I'm not able to make recommendations. Oh, so you're just, you're just setting me up with the carrier. Who's the insurance through, if you don't mind me asking? If it don't mind me asking? So it depends on what you get enrolled into. The three carriers would be 90 Degree Benefits, American Public Life, and MetLife. Okay. So Met- I think I've heard about MetLife before. ... MetLife is for your vision. American Public Life covers the majority of the coverages, the critical illness, the dental, the group accident, the short-term disability, and the life insurance. And the 90 Degree Benefits covers the MEC

TeleRx plan. Yeah. I, I, I need to sign up for everything. So you want to get full coverage? Yeah. Yeah. I mean, being, I'm, I'm, I'm already pushing it because I just lost my access and like I'm already running out of medicine. So... I understand. Uh, so the, so my representative at Cara told me it's a two-week activation time. Yes, sir. The enrollment process takes one to two weeks from whatever date you got enrolled. Okay. Yeah. So I just need to enroll in all of it. Can you give me like a total on what the price is gonna be? Yes, sir. So with the medical, they offer you two different plans. They offer you the VIP Standard and the VIP Plus. They both cover doctors, hospitals and prescriptions. Difference between the two, the Plus, it covers and gives you more money than the Standard. The Standard is \$17.66. The Plus is \$31.61. Okay. How much is, uh, the dental and the vision on top of it? So if you got the VIP Standard with everything else, it'll be \$52.76 in total. They'll be deducted weekly. Mm-hmm. If you get the VIP Plus with everything else, it'll be \$66.71 deducted weekly. Okay. See, that's, then that's, that's what, that's what I'm trying to figure out if the Standard's gonna be better for me or if the Plus is gonna be better for me. That's what I was trying to figure out. Okay. So let me pull up, pull up the benefits guide and I can tell you between, what the differences are between the two. Yeah. I, I appreciate you humoring me. No problem, sir. So with the, with the VIP Standard, it says the hospital admission benefit will be \$500 per day and then with the VIP Plus, it'd be \$1,000 a day. Oh, would that cover... Yes, sir. So those are, that's one of the- Okay. ... differences. Hospital confinement, it'll be \$50 a day with the Standard. With the VIP Plus, it'd be \$100 a day. The intensive care unit and rehab benefit is not included in the Standard, but it's included in the VIP Plus. Okay. If there's surgery in the hospital, it's \$250 a day with the VIP Standard. With the Plus, it's \$1,000 a day. Okay. And those are just the, those are just the differences, the only differences? No, sir. There's a, there's a long list. I was just giving you examples between- Oh, okay. Okay. Okay. ... the different rates, how much they're willing to pay.... based on- Right, right. So... Okay, correct. Uh, how's the, uh, how's the dental and the vision on it? So, the dental and vision is not included in that. That's a separate add-on. Yeah. No, no, no. I mean, how's the coverage on the dental and the vision? Okay, so the... with the dental, dental insurance is off- is, the preventative visits are covered at 100%, which may include your basic cleanings, checkups, and X-rays once per six months. Basic dental work such as fillings or extractions, except for surgical extractions, will be covered at 80% once you've met your annual deductible of \$50 per person, or \$100... \$150 per family. Major services like crowns or orthodonty are not covered and the maximum that this plan will pay per person is \$500 a year. Okay. And the vision? So, with the vision, with the vision, that's more... you would have to contact them directly, because that's a newer... with the vision, they just switched over to MetLife. Oh, okay. So that's a new... that's a new carrier. Okay. So with... uh, with the VIP Plus and the dental and vision, it will be \$66 a month per week? No, no, no, that... the 66... the 66 comes from full coverage. So that includes... that includes dental, short-term disability, life insurance, vision, group accident, preventative care, behavior health and, uh, identity fraud. Okay, so... and that's a week? Yes, sir. Uh, okay. Sign me up. So you want to get full coverage? Yeah. I... I... I need it with my medications and stuff. All right. Do you authorize your employer to make these deductions of \$66.71? Yeah. Do you... All right, so I do need a beneficiary for your life insurance policy. I'll just need a first name and last name and their relationship to you. Um... Trying to think who would I know. Um... I guess Kerry DeBelle. K-A-K-E-R-R-Y- K-E-R-R-Y... Uh, yeah, capital D-E, capital B-E-L-L-E. Is DeBelle the last name? Yes. So D... you said capital D-E, capital B-E-L-L-E?

Yeah. And she's my mother. That's your mother? Yeah. Do you... All right, so the enrollment process takes one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards are sent one to two weeks from that activation date. Okay, so what... what if... Okay, so what if I need to use it once it's activated and I don't have the card? So, in that... in that scenario, you would just file a claim, and then once you receive your information, you would just give them that card information. Typically, when your coverage becomes active, you can get a digital version around Thursday or Friday, typically, but it doesn't always work out that way. Yeah. Yeah, because, um, I mean... because I'm gonna... I'm gonna need like... if it... I mean, one to two weeks is fine, as long as I can, you know, go see my doctor and get my prescriptions. So you're able to use your coverage. It's just you wouldn't have your card information because it takes time for it to generate. Right, right, okay. The best thing that we'll be able to do is get you policy numbers when you enact your card. Okay, I'll just call back this number and get that? Do you... so you're talking about when your coverage becomes active? Yeah. Then we will have to email the back office to get that information because then your coverage will be... just becoming active that following Monday, but we would be able to provide a file for members. Okay, so I'll just save this number. I'll call you guys when... uh, how am I going to know it's activated? Will I receive an email confirmation, or? You'll see the deduction in your paycheck. Well, I mean, that's the thing I... I mean, I... I don't... right now, I don't have access to my pay stubs. Well, we- So I don't... I don't really see it. We don't typically send like a activation email, like, "Hey, your coverage is active." Most... because members just pay attention to their pay stubs and see when the deduction came out. Okay. Uh, I'll have to figure that out. All right. Well, was there anything else I can help you with today, Mr. Jenkins? No, sir. If there's nothing else, would you like me to send you a benefits guide as well so you can see the plans that you got enrolled into? Uh, what, in the mail or email? In your email. Oh, sure. That'd be great. All right. And as far as the free... uh, like, the free Rx goes, the discount program or whatever else- Yes, sir. Um, is there... is there an... is there an app that I have to use to access it, or is it... and it... is it automatically... So once you... you would... once your coverage becomes active, you would go to the free Rx website, and you want to hit member log in, and then you're going to hit claim member, or you want to claim your account. So all you have to do is put in your first name, last name and email and your social security number. And then they'll send you- Okay. ... they'll send you a link to your email for you... with your- So it doesn't disturb me to log into the app? There's no app. You would go online. Oh. So I have to... I have... oh, it's not automatic, so I have to automatically... I have to search for it myself? So you would go to free Rx website, and then you would hit member log in, and then you would just type in- But- Go ahead. Yeah, no. That... that's not what I'm asking. Like, if I for... like, when I go to pick up my medication or my prescriptions or whatever-Uh, I have to- Let me see. ... physically like, I have to physically show them, like look it up and physically show them the ad- or the, the, the code for it or whatever it is? No, sir. So you'll, you'll get a ID card once you log in, and then you can just save that ID card on your phone. Oh, okay. All right. Well, was there anything else- Okay. Uh- ... that I can help you with A- Mr. Jenkins? Yeah, just one more question. Uh, is, now when, when my insurance becomes active, am I going to receive, uh, instructions on all this? 'Cause I don't, I don't know if I'll remember to actually log into the FreeRx app or anything like that, or excuse me, website. Yes. Yeah, so I can make a note for whenever you call back if you want, for wh-

whoever you may get. You may not get me. Um... Yeah. Reminding them to just let you know about their FreeRx. Yeah, just remind them that, uh, yeah, that'd be great, just a note to remind me, uh, you know, of the little things that I'm probably gonna forget. Yes, sir. But yeah, typically knowing that we don't send out like a... like it is not like a- I just figured there might be something c- Go ahead. I just figured there might be something come in the mail, like with the cards or whatever. Yes, sir. I understand. Yeah, you will get, you'll get your cards in the mail. Oh, yeah, with the, with the medical, once your coverage becomes active, you wanna call and re- If you wanted a physical card, you're gonna wanna call and request it once your coverage becomes active. Otherwise, it's only sent via email. I mean, I'm okay with a digital card. I just, I mean, 'cause I'll, I'll snapshot a picture of it or whatever. Okay. But yeah, I was, uh, I just, yeah, that note and the account would be great. That'd be great. Thank you. No problem, Mr. Jenkins, and I just sent that benefits guide to your email. Thank you. And I'm sorry for all the questions. Thank you for humoring me. No, no, Mr., Mr. Jenkins, that's what I'm here for, man. Was there anything else I can help you with today? No, sir. If there's nothing else, thanks for calling Benefits in the Car. I do hope you have a great rest of your week. You too. Thank you.

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: Yeah, I would, uh, I'm a Cara employee and I was calling about insurance benefits.

Speaker speaker_1: All right. Well, you wanting to get enrolled or you just wanting to get information?

Speaker speaker_2: Well, I mean, both. Both.

Speaker speaker_1: All right. What's the last four of your social?

Speaker speaker_2: 6763.

Speaker speaker_1: First name?

Speaker speaker_2: Jonathan.

Speaker speaker_1: Last name?

Speaker speaker_2: Jenkins.

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

Speaker speaker_2: Uh, 5136 East Evergreen Street, Unit 1010, Mesa, Arizona 85205. And you needed what other?

Speaker speaker_1: Can you say that one more time? You said that a little fast for me. I need your address and your date of birth.

Speaker speaker_2: Sorry, five, uh, 512-23-87 and it's 5136 East Evergreen Street, Unit 1010, Mesa, Arizona 85205.

Speaker speaker_1: Thank you. So I got your phone number. 8- 480-953-8140?

Speaker speaker_2: Yeah.

Speaker speaker_1: And your email is mastermind0070@gmail.com?

Speaker speaker_2: It's master... Yeah. Absolutely.

Speaker speaker_1: Thank you. All right. What, what was your question, sir?

Speaker speaker_2: Okay. So I'm a, I'm a type one and a half diabetic and I need to know, uh, which plan, like premium, which premium is going to be the best for me with my medicines and stuff.

Speaker speaker_1: So unfortunately, I wouldn't be able to make any recommendations. But I can say that they do offer you Free Rx and they offer you the MEC TeleRx plan. So the Free Rx gives you access to over 800 acute and chronic medications to give you this at a discount price. And then, you, you can get it alone or you can get it combined with the preventative care with the MEC TeleRx. The FreeRx by itself is \$5.99 and then the MEC TeleRx which includes the preventative care and the FreeRx is \$17.96.

Speaker speaker_2: On top of the premium?

Speaker speaker_1: No, that is the premium. The premium is \$17.96.

Speaker speaker_2: Oh, okay. 'Cause yeah, the paperwork, the, in the email that they sent me, like the premium, like there was your basic and then there was your, I guess, your next step and the next step showed it was like 35 something.

Speaker speaker_1: So it depends. So it does depends on what you, what all you get enrolled into. The FreeRx, the free, the MEC TeleRx by itself is \$17.96 but if you add like the dental or the short-term disability or life insurance and the vision, the price will of course go up.

Speaker speaker_2: Okay. And, uh, like being diabetic, I need to do, I know you can't give recommendations, but I need, I just need to do the best plan that's gonna be for me. Like, uh, that's why I'm calling and, you know, instead of trying to do this online.

Speaker speaker_1: Yes, sir. I understand. Um, unfortunately, I wouldn't be able to even give any recommendations. I can only tell you what's, what's included in the plans. 'Cause again, we're not a, we're not a carrier as well. That's why I'm not able to make recommendations.

Speaker speaker_2: Oh, so you're just, you're just setting me up with the carrier. Who's the insurance through, if you don't mind me asking? If it don't mind me asking?

Speaker speaker_1: So it depends on what you get enrolled into. The three carriers would be 90 Degree Benefits, American Public Life, and MetLife.

Speaker speaker_2: Okay.

Speaker speaker_1: So Met-

Speaker speaker_2: I think I've heard about MetLife before.

Speaker speaker_1: ... MetLife is for your vision. American Public Life covers the majority of the coverages, the critical illness, the dental, the group accident, the short-term disability, and the life insurance. And the 90 Degree Benefits covers the MEC TeleRx plan.

Speaker speaker_2: Yeah. I, I, I need to sign up for everything.

Speaker speaker_1: So you want to get full coverage?

Speaker speaker_2: Yeah. Yeah. I mean, being, I'm, I'm, I'm already pushing it because I just lost my access and like I'm already running out of medicine. So...

Speaker speaker_1: I understand.

Speaker speaker_2: Uh, so the, so my representative at Cara told me it's a two-week activation time.

Speaker speaker_1: Yes, sir. The enrollment process takes one to two weeks from whatever date you got enrolled.

Speaker speaker_2: Okay. Yeah. So I just need to enroll in all of it. Can you give me like a total on what the price is gonna be?

Speaker speaker_1: Yes, sir. So with the medical, they offer you two different plans. They offer you the VIP Standard and the VIP Plus. They both cover doctors, hospitals and prescriptions. Difference between the two, the Plus, it covers and gives you more money than the Standard. The Standard is \$17.66. The Plus is \$31.61.

Speaker speaker_2: Okay. How much is, uh, the dental and the vision on top of it?

Speaker speaker_1: So if you got the VIP Standard with everything else, it'll be \$52.76 in total. They'll be deducted weekly.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: If you get the VIP Plus with everything else, it'll be \$66.71 deducted weekly.

Speaker speaker_2: Okay. See, that's, then that's, that's what, that's what I'm trying to figure out if the Standard's gonna be better for me or if the Plus is gonna be better for me. That's what I was trying to figure out.

Speaker speaker_1: Okay. So let me pull up, pull up the benefits guide and I can tell you between, what the differences are between the two.

Speaker speaker_2: Yeah. I, I appreciate you humoring me.

Speaker speaker_1: No problem, sir. So with the, with the VIP Standard, it says the hospital admission benefit will be \$500 per day and then with the VIP Plus, it'd be \$1,000 a day.

Speaker speaker_2: Oh, would that cover...

Speaker speaker_1: Yes, sir. So those are, that's one of the-

Speaker speaker_2: Okay.

Speaker speaker_1: ... differences. Hospital confinement, it'll be \$50 a day with the Standard. With the VIP Plus, it'd be \$100 a day. The intensive care unit and rehab benefit is not included in the Standard, but it's included in the VIP Plus.

Speaker speaker_2: Okay.

Speaker speaker_1: If there's surgery in the hospital, it's \$250 a day with the VIP Standard. With the Plus, it's \$1,000 a day.

Speaker speaker_2: Okay. And those are just the, those are just the differences, the only differences?

Speaker speaker_1: No, sir. There's a, there's a long list. I was just giving you examples between-

Speaker speaker_2: Oh, okay. Okay. Okay.

Speaker speaker_1: ... the different rates, how much they're willing to pay.... based on-

Speaker speaker_2: Right, right. So... Okay, correct. Uh, how's the, uh, how's the dental and the vision on it?

Speaker speaker_1: So, the dental and vision is not included in that. That's a separate add-on.

Speaker speaker_2: Yeah. No, no, no. I mean, how's the coverage on the dental and the vision?

Speaker speaker_1: Okay, so the... with the dental, dental insurance is off- is, the preventative visits are covered at 100%, which may include your basic cleanings, checkups, and X-rays once per six months. Basic dental work such as fillings or extractions, except for surgical extractions, will be covered at 80% once you've met your annual deductible of \$50 per person, or \$100... \$150 per family. Major services like crowns or orthodonty are not covered and the maximum that this plan will pay per person is \$500 a year.

Speaker speaker_2: Okay. And the vision?

Speaker speaker_1: So, with the vision, with the vision, that's more... you would have to contact them directly, because that's a newer... with the vision, they just switched over to MetLife.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: So that's a new... that's a new carrier.

Speaker speaker_2: Okay. So with... uh, with the VIP Plus and the dental and vision, it will be \$66 a month per week?

Speaker speaker_1: No, no, no, that... the 66... the 66 comes from full coverage. So that includes... that includes dental, short-term disability, life insurance, vision, group accident, preventative care, behavior health and, uh, identity fraud.

Speaker speaker_2: Okay, so... and that's a week?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Uh, okay. Sign me up.

Speaker speaker_1: So you want to get full coverage?

Speaker speaker_2: Yeah. I... I... I need it with my medications and stuff.

Speaker speaker_1: All right. Do you authorize your employer to make these deductions of \$66.71?

Speaker speaker_2: Yeah.

Speaker speaker_1: Do you... All right, so I do need a beneficiary for your life insurance policy. I'll just need a first name and last name and their relationship to you.

Speaker speaker_2: Um... Trying to think who would I know. Um... I guess Kerry DeBelle. K-A-K-E-R-R-Y-

Speaker speaker_1: K-E-R-R-Y...

Speaker speaker_2: Uh, yeah, capital D-E, capital B-E-L-L-E.

Speaker speaker_1: Is DeBelle the last name?

Speaker speaker_2: Yes.

Speaker speaker_1: So D... you said capital D-E, capital B-E-L-L-E?

Speaker speaker_2: Yeah. And she's my mother.

Speaker speaker_1: That's your mother?

Speaker speaker_2: Yeah.

Speaker speaker_1: Do you... All right, so the enrollment process takes one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards are sent one to two weeks from that activation date.

Speaker speaker_2: Okay, so what... what if... Okay, so what if I need to use it once it's activated and I don't have the card?

Speaker speaker_1: So, in that... in that scenario, you would just file a claim, and then once you receive your information, you would just give them that card information. Typically, when

your coverage becomes active, you can get a digital version around Thursday or Friday, typically, but it doesn't always work out that way.

Speaker speaker_2: Yeah. Yeah, because, um, I mean... because I'm gonna... I'm gonna need like... if it... I mean, one to two weeks is fine, as long as I can, you know, go see my doctor and get my prescriptions.

Speaker speaker_1: So you're able to use your coverage. It's just you wouldn't have your card information because it takes time for it to generate.

Speaker speaker_2: Right, right, okay.

Speaker speaker_1: The best thing that we'll be able to do is get you policy numbers when you enact your card.

Speaker speaker_2: Okay, I'll just call back this number and get that?

Speaker speaker_1: Do you... so you're talking about when your coverage becomes active?

Speaker speaker_2: Yeah.

Speaker speaker_1: Then we will have to email the back office to get that information because then your coverage will be... just becoming active that following Monday, but we would be able to provide a file for members.

Speaker speaker_2: Okay, so I'll just save this number. I'll call you guys when... uh, how am I going to know it's activated? Will I receive an email confirmation, or?

Speaker speaker_1: You'll see the deduction in your paycheck.

Speaker speaker_2: Well, I mean, that's the thing I... I mean, I... I don't... right now, I don't have access to my pay stubs.

Speaker speaker_1: Well, we-

Speaker speaker_2: So I don't... I don't really see it.

Speaker speaker_1: We don't typically send like a activation email, like, "Hey, your coverage is active." Most... because members just pay attention to their pay stubs and see when the deduction came out.

Speaker speaker_2: Okay. Uh, I'll have to figure that out.

Speaker speaker_1: All right. Well, was there anything else I can help you with today, Mr. Jenkins?

Speaker speaker_2: No, sir.

Speaker speaker_1: If there's nothing else, would you like me to send you a benefits guide as well so you can see the plans that you got enrolled into?

Speaker speaker_2: Uh, what, in the mail or email?

Speaker speaker_1: In your email.

Speaker speaker_2: Oh, sure. That'd be great.

Speaker speaker_1: All right.

Speaker speaker_2: And as far as the free... uh, like, the free Rx goes, the discount program or whatever else-

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Um, is there... is there an... is there an app that I have to use to access it, or is it... and it... is it automatically...

Speaker speaker_1: So once you... you would... once your coverage becomes active, you would go to the free Rx website, and you want to hit member log in, and then you're going to hit claim member, or you want to claim your account. So all you have to do is put in your first name, last name and email and your social security number. And then they'll send you-

Speaker speaker_2: Okay.

Speaker speaker_1: ... they'll send you a link to your email for you... with your-

Speaker speaker_2: So it doesn't disturb me to log into the app?

Speaker speaker_1: There's no app. You would go online.

Speaker speaker_2: Oh. So I have to... I have... oh, it's not automatic, so I have to automatically... I have to search for it myself?

Speaker speaker_1: So you would go to free Rx website, and then you would hit member log in, and then you would just type in-

Speaker speaker_2: But-

Speaker speaker_1: Go ahead.

Speaker speaker_2: Yeah, no. That... that's not what I'm asking. Like, if I for... like, when I go to pick up my medication or my prescriptions or whatever-Uh, I have to-

Speaker speaker_1: Let me see.

Speaker speaker_2: ... physically like, I have to physically show them, like look it up and physically show them the ad- or the, the, the code for it or whatever it is?

Speaker speaker_1: No, sir. So you'll, you'll get a ID card once you log in, and then you can just save that ID card on your phone.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: All right. Well, was there anything else-

Speaker speaker_2: Okay. Uh-

Speaker speaker_1: ... that I can help you with A- Mr. Jenkins?

Speaker speaker_2: Yeah, just one more question. Uh, is, now when, when my insurance becomes active, am I going to receive, uh, instructions on all this? 'Cause I don't, I don't know if I'll remember to actually log into the FreeRx app or anything like that, or excuse me, website.

Speaker speaker_1: Yes. Yeah, so I can make a note for whenever you call back if you want, for wh- whoever you may get. You may not get me. Um...

Speaker speaker_2: Yeah.

Speaker speaker_1: Reminding them to just let you know about their FreeRx.

Speaker speaker_2: Yeah, just remind them that, uh, yeah, that'd be great, just a note to remind me, uh, you know, of the little things that I'm probably gonna forget.

Speaker speaker_1: Yes, sir. But yeah, typically knowing that we don't send out like a... like it is not like a-

Speaker speaker_2: I just figured there might be something c-

Speaker speaker_1: Go ahead.

Speaker speaker_2: I just figured there might be something come in the mail, like with the cards or whatever.

Speaker speaker_1: Yes, sir. I understand. Yeah, you will get, you'll get your cards in the mail. Oh, yeah, with the, with the medical, once your coverage becomes active, you wanna call and re- If you wanted a physical card, you're gonna wanna call and request it once your coverage becomes active. Otherwise, it's only sent via email.

Speaker speaker_2: I mean, I'm okay with a digital card. I just, I mean, 'cause I'll, I'll snapshot a picture of it or whatever.

Speaker speaker_1: Okay.

Speaker speaker_2: But yeah, I was, uh, I just, yeah, that note and the account would be great. That'd be great. Thank you.

Speaker speaker_1: No problem, Mr. Jenkins, and I just sent that benefits guide to your email.

Speaker speaker_2: Thank you. And I'm sorry for all the questions. Thank you for humoring me.

Speaker speaker_1: No, no, Mr., Mr. Jenkins, that's what I'm here for, man. Was there anything else I can help you with today?

Speaker speaker_2: No, sir.

Speaker speaker_1: If there's nothing else, thanks for calling Benefits in the Car. I do hope you have a great rest of your week.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you.