

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is How can I help you? Yeah, um, I'm calling, uh, to see... . What is this? What is this? Insurance or what? Insurance offered through your staffing company. We're Benefits in a Card. We're a plan administrator. We just help you get enrolled or unenrolled from the coverage. So how much is it for, like, the basic plan, uh, coverage? Depends on which you get enrolled into, sir. What staffing company do you work for? Carlton. What's the last four of your social? 4140. You said 4140? Correct. First name? Lewis. Last name is DeHoys. All right. For security purposes, can you verify your age, add your date of birth for me? 10/30/1990. And your address? 6518 Lovers Ridge Drive- You mean, so your address is in- ... Houston, Texas. Thank you. So we got your phone number at 686-3327? Correct. And your email is MyPlanFirstName27 at gmail.com? Correct. So our prices vary depending on what you get enrolled into. So is this a card that y'all send to me, like the insurance so I can, you know, go to... Is there any insurance, any clinics and all that? Or how, how's it work? Yes, sir. So they offer you medical, FreeRx, virtual care, dental, short-term disability, life insurance, vision, critical illness, group accident, preventative care, behavioral health, and ID insurance. Okay. So how much is it for basic... Uh, I want to get, like, the basic insurance. So there wouldn't be any, like, basic preset anything. You would just select what plan you want to get enrolled into. Well, that's what I'm saying. How much is basic? Like, how much is basic picking it out? So the plan today I'd enroll you into is the MEB TeleRx Plan. That plan is \$16.05. That's good for, like, wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms in women, any preventative care services. That does not include dental or vision or doctors or hospitals. It also gives you access to FreeRx, which is the virtual pharmacy that gives you access to over 800 generic and acute, um, chronic medications. So it does give me access to clinics, like checkups? Yes, sir, the preventative care. They are, they've already- How about- I'd already enrolled you into that plan. But is that the cheapest plan? As far as medical goes. But is it good enough for, like, you know, like, a clinic or surgery, stuff like that? So it does not cover doctors or hospitals. It's good for, like, preventative services. So, so if I want to get into that, how do I get... Do I pay more then? I need to pay more, right? So if you want to get enrolled into that. You, you have the VIP Standard and VIP Plus. The standard is \$17.72. And the plus is \$31.71. And these plans are deducted weekly. Deducted weekly? Yes, sir. So out of the 17 is the doctor one, right? So the 17 is the hospitals and doctors. The one you have right now, so MEB Preventative Care, that's 16.05. That's for the preventative services. Yeah, I might as well pay another dollar. I don't think that's going to hurt anything. So you want to use it, or you want to keep, or you want to add both? No, no. I mean, we're not adding both. I wanna just get... Switch it to the 17 one. Okay. So was there anything else that you were interested in? No, no, no. Just the \$17 one is what I want. Uh, the vision, I don't want. I want to waive that. I don't

need vision. So you just want the medical and that's it? Correct. So your total will be \$17.72. Do I have to enter a PIN code? Yes, sir. Do you authorize your employer to make these changes? Correct. Thank you. So they did already send in the, the preventative care to be processed. It is possible to see deductions of the 16.05. But after that, you should see the new total. In one to two weeks, you should see the new total of the- Okay. ... 17.72. Okay, okay. All right. Thank you. Mr. Lewis, was there anything else I can help you with today? No, that's it. All right. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week. Thanks.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is How can I help you?

Speaker speaker_1: Yeah, um, I'm calling, uh, to see... . What is this? What is this? Insurance or what?

Speaker speaker_0: Insurance offered through your staffing company. We're Benefits in a Card. We're a plan administrator. We just help you get enrolled or unenrolled from the coverage.

Speaker speaker_1: So how much is it for, like, the basic plan, uh, coverage?

Speaker speaker_0: Depends on which you get enrolled into, sir. What staffing company do you work for?

Speaker speaker_1: Carlton.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 4140.

Speaker speaker_0: You said 4140?

Speaker speaker_1: Correct.

Speaker speaker_0: First name?

Speaker speaker_1: Lewis. Last name is DeHoys.

Speaker speaker_0: All right. For security purposes, can you verify your age, add your date of birth for me?

Speaker speaker_1: 10/30/1990.

Speaker speaker_0: And your address?

Speaker speaker_1: 6518 Lovers Ridge Drive-

Speaker speaker_0: You mean, so your address is in-

Speaker speaker_1: ... Houston, Texas.

Speaker speaker_0: Thank you. So we got your phone number at 686-3327?

Speaker speaker_1: Correct.

Speaker speaker_0: And your email is MyPlanFirstName27 at gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: So our prices vary depending on what you get enrolled into.

Speaker speaker_1: So is this a card that y'all send to me, like the insurance so I can, you know, go to... Is there any insurance, any clinics and all that? Or how, how's it work?

Speaker speaker_0: Yes, sir. So they offer you medical, FreeRx, virtual care, dental, short-term disability, life insurance, vision, critical illness, group accident, preventative care, behavioral health, and ID insurance.

Speaker speaker_1: Okay. So how much is it for basic... Uh, I want to get, like, the basic insurance.

Speaker speaker_0: So there wouldn't be any, like, basic preset anything. You would just select what plan you want to get enrolled into.

Speaker speaker_1: Well, that's what I'm saying. How much is basic? Like, how much is basic picking it out?

Speaker speaker_0: So the plan today I'd enroll you into is the MEB TeleRx Plan. That plan is \$16.05. That's good for, like, wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms in women, any preventative care services. That does not include dental or vision or doctors or hospitals. It also gives you access to FreeRx, which is the virtual pharmacy that gives you access to over 800 generic and acute, um, chronic medications.

Speaker speaker_1: So it does give me access to clinics, like checkups?

Speaker speaker_0: Yes, sir, the preventative care. They are, they've already-

Speaker speaker_1: How about-

Speaker speaker_0: I'd already enrolled you into that plan.

Speaker speaker_1: But is that the cheapest plan?

Speaker speaker_0: As far as medical goes.

Speaker speaker_1: But is it good enough for, like, you know, like, a clinic or surgery, stuff like that?

Speaker speaker_0: So it does not cover doctors or hospitals. It's good for, like, preventative services.

Speaker speaker_1: So, so if I want to get into that, how do I get... Do I pay more then? I need to pay more, right?

Speaker speaker_0: So if you want to get enrolled into that. You, you have the VIP Standard and VIP Plus. The standard is \$17.72. And the plus is \$31.71. And these plans are deducted weekly.

Speaker speaker_1: Deducted weekly?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: So out of the 17 is the doctor one, right?

Speaker speaker_0: So the 17 is the hospitals and doctors. The one you have right now, so MEB Preventative Care, that's 16.05. That's for the preventative services.

Speaker speaker_1: Yeah, I might as well pay another dollar. I don't think that's going to hurt anything.

Speaker speaker_0: So you want to use it, or you want to keep, or you want to add both?

Speaker speaker_1: No, no. I mean, we're not adding both. I wanna just get... Switch it to the 17 one.

Speaker speaker_0: Okay. So was there anything else that you were interested in?

Speaker speaker_1: No, no, no. Just the \$17 one is what I want. Uh, the vision, I don't want. I want to waive that. I don't need vision.

Speaker speaker_0: So you just want the medical and that's it?

Speaker speaker_1: Correct.

Speaker speaker_0: So your total will be \$17.72.

Speaker speaker_1: Do I have to enter a PIN code?

Speaker speaker_0: Yes, sir. Do you authorize your employer to make these changes?

Speaker speaker_1: Correct.

Speaker speaker_0: Thank you. So they did already send in the, the preventative care to be processed. It is possible to see deductions of the 16.05. But after that, you should see the new total. In one to two weeks, you should see the new total of the-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 17.72.

Speaker speaker_1: Okay, okay. All right. Thank you.

Speaker speaker_0: Mr. Lewis, was there anything else I can help you with today?

Speaker speaker_1: No, that's it.

Speaker speaker_0: All right. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_1: Thanks.