

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Cart. This is Malcolm. How can I help you? Hi, my name is Jamiah Wright and I received a voice message, um, about my plan that I chose. What, what it say, the voicemail say? Um, it said... I was at work when she said this, so I wasn't able to really listen. But it says, "Medical insurance for MAU. We did not receive an enrollment form that you signed and dated on March 11." I'm on the, on the enrollment form and it looks like you selected all the medical plans they offered so we, we aren't sure of which one you would like to enroll into. Okay. So it looks like it wa- it was a bad form that you submitted with MAU, so we're confused about which plans you want to get enrolled with as far as the health insurance for MAU. What's the last four of your social? Okay. Wright 91. What was your first name? Jamiah. J-A-M-I-A-H. A H. And for security purposes, can you verify your address and date of birth for me? 1251 County Street, Newberry, South Carolina. And date of birth? February 16th, 1999. Thank you. So we got your phone number, 803-762-2236? Yes. And the email is jwrigg183@icloud.com? Mm-hmm. So yeah, it looks like you selected you wanted full coverage. Did you still want to get full coverage? Yes. All right. So w- with two of the plans you're only eligible to pick one. You picked the Ensure Plus Basic and the Ensure Plus Enhanced, you're only able to pick one of those. And then you also picked the Stay Healthy MEC and then the Stay Healthy MEC Enhanced. Mm-hmm. And if you picked the MEC Enhanced, you can't get one of the Ensure Pluses. Okay, I'll just do the full coverage. So did you want the En- did you want the Stay Healthy MEC Enhanced or did you want the Ensure Plus Basic or Enhanced plus the MEC? The MEC- Um, what's the difference in the plans? Go ahead. What's the difference in the plans? All right. So, the MEC Enhanced combines the MEC standalone plan with the Ensure Plus plan, or you could have the MEC standalone plan and one of the Ensure Plus Basic or the Ensure Plus Enhanced by itself. So one, one plan combines both of 'em together and then the other plan you just get them separate, or you can just get one or the other. You don't have to get both. I'll just do the one that combines the two together. Yeah. Well, that's it. Was that all that you needed today, Ms. Wright? Yes. If there's nothing else, thanks for calling Benefits in a Cart. You'll be enrolled pending the eligibility review. You'll get enrolled in those plans pending the eligibility review. Okay. All right. If there's nothing else, Ms. Wright, thanks for calling Benefits in a Cart. I hope you have a great rest of your week. Thank you. No problem.

Conversation Format

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

Speaker speaker_1: Hi, my name is Jamiah Wright and I received a voice message, um, about my plan that I chose.

Speaker speaker_0: What, what it say, the voicemail say?

Speaker speaker_1: Um, it said... I was at work when she said this, so I wasn't able to really listen. But it says, "Medical insurance for MAU. We did not receive an enrollment form that you signed and dated on March 11." I'm on the, on the enrollment form and it looks like you selected all the medical plans they offered so we, we aren't sure of which one you would like to enroll into.

Speaker speaker_0: Okay. So it looks like it wa- it was a bad form that you submitted with MAU, so we're confused about which plans you want to get enrolled with as far as the health insurance for MAU. What's the last four of your social?

Speaker speaker_1: Okay. Wright 91.

Speaker speaker_0: What was your first name?

Speaker speaker_1: Jamiah. J-A-M-I-A-H. A H.

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

Speaker speaker_1: 1251 County Street, Newberry, South Carolina.

Speaker speaker_0: And date of birth?

Speaker speaker_1: February 16th, 1999.

Speaker speaker_0: Thank you. So we got your phone number, 803-762-2236?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email is jwrigg183@icloud.com?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So yeah, it looks like you selected you wanted full coverage. Did you still want to get full coverage?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So w- with two of the plans you're only eligible to pick one. You picked the Ensure Plus Basic and the Ensure Plus Enhanced, you're only able to pick one of those. And then you also picked the Stay Healthy MEC and then the Stay Healthy MEC Enhanced.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And if you picked the MEC Enhanced, you can't get one of the Ensure Pluses.

Speaker speaker_1: Okay, I'll just do the full coverage.

Speaker speaker_0: So did you want the En- did you want the Stay Healthy MEC Enhanced or did you want the Ensure Plus Basic or Enhanced plus the MEC? The MEC-

Speaker speaker_1: Um, what's the difference in the plans?

Speaker speaker_0: Go ahead.

Speaker speaker_1: What's the difference in the plans?

Speaker speaker_0: All right. So, the MEC Enhanced combines the MEC standalone plan with the Ensure Plus plan, or you could have the MEC standalone plan and one of the Ensure Plus Basic or the Ensure Plus Enhanced by itself. So one, one plan combines both of 'em together and then the other plan you just get them separate, or you can just get one or the other. You don't have to get both.

Speaker speaker_1: I'll just do the one that combines the two together.

Speaker speaker_0: Yeah. Well, that's it. Was that all that you needed today, Ms. Wright?

Speaker speaker_1: Yes.

Speaker speaker_0: If there's nothing else, thanks for calling Benefits in a Cart. You'll be enrolled pending the eligibility review. You'll get enrolled in those plans pending the eligibility review.

Speaker speaker_1: Okay.

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

Speaker speaker_1: Thank you.

Speaker speaker_0: No problem.