

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Um, I was seeing how to enroll in your insurance thing. Say that again, sir? I want to see how to enroll in y'all's insurance plan, um, card. You want to get enrolled in health insurance? That's what you're saying? Yeah. Yeah, for work. What staffing company do you work for? Um, TRC. Can I still ask for your Social? Um, 5644. First name? Daveian Chase. All right. For security purposes, can you verify your address and date of birth for me? Um, 4046 Fraser Street, Newberry, South Carolina. And... Date of birth? Um, 803-220-7099. Oh, no, date of birth, sir. Oh, 1103... 2... 11/03/2002. Thank you. So we got your phone number at Trouble... Kvng33@gmail.com? Yeah. Thank you. Now, what type of coverage were you looking to get enrolled into? Um, do y'all have full coverage? So you just want to get enrolled into everything that they have to offer, is what you're saying? Yeah, I'm trying to see how much it is, like not saying... So the... For medical, they offer you four different plans. They offer you the VIP Standard, the VIP Plus. Both of these plans cover doctors, hospitals and prescriptions. The only difference between the two is the VIP+ offers more as, as far as the hospital benefit goes. Then they also offer you the MUC Tellurix, which is a preventative care c- plan. That's good for, like, wellness checks, physicals, vaccinations, cancer screenings. Pap smears and mammograms for women. Any preventative care coverages which is not included in the VIP plan. And it also gives you access to FreeRx which gives you access to over 800 chronic and acute medications. And then you also have the MUC Enhanced which combines the preventative care with the VIP so you mo- you have both the preventative care and doctor's visits. Okay. So the VIP Standard, that's the, that's the full coverage? So the, there's nothing that covers everything. That's just the medical. Okay. And do I get, like, a card or something? Yeah, once you get enrolled you get your ID card and you will receive ID cards and stuff once you're get enrolled. Okay. Can I just do the VIP Standard? And that's all you want? Yeah. So that doesn't include... Oh. ... dental or vision. Those are both separate. Okay. So you still just want the VIP Standard? Yeah. All right, so with that selected, your total will be \$17.73. That'll be deducted next week. Do you authorize your employer to make these deductions? Yeah. Okay. All right, so the enrollment process does take one to two weeks. Once we 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 card is sent one to two weeks from the activation date. Okay. And do I have, like, a log-in or... Of the ID card? Um, website or something? You would get that... You would get that from your staffing company. Okay. And I do want to let you know, with your ID card, if you wanted a physical copy, you have to call and request it once your coverage becomes active. Otherwise, it's only sent via email. Okay. All right. Well, is there anything else I can help- So I have to call back? Uh, yes, sir, once your coverage becomes active, if you

wanted a physical copy. Okay. All right. Well, is there anything else I can help you with today, Mr. Mathis? That's it. Thank you. No problem. Thanks for calling Benefits in the Card. I 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: Hey, thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_2: Um, I was seeing how to enroll in your insurance thing.

Speaker speaker_1: Say that again, sir?

Speaker speaker_2: I want to see how to enroll in y'all's insurance plan, um, card.

Speaker speaker_1: You want to get enrolled in health insurance? That's what you're saying?

Speaker speaker_2: Yeah. Yeah, for work.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Um, TRC.

Speaker speaker_1: Can I still ask for your Social?

Speaker speaker_2: Um, 5644.

Speaker speaker_1: First name?

Speaker speaker_2: Daveian Chase.

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

Speaker speaker_2: Um, 4046 Fraser Street, Newberry, South Carolina. And...

Speaker speaker_1: Date of birth?

Speaker speaker_2: Um, 803-220-7099.

Speaker speaker_1: Oh, no, date of birth, sir.

Speaker speaker_2: Oh, 1103... 2... 11/03/2002.

Speaker speaker_1: Thank you. So we got your phone number at Trouble... Kvng33@gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: Thank you. Now, what type of coverage were you looking to get enrolled into?

Speaker speaker_2: Um, do y'all have full coverage?

Speaker speaker_1: So you just want to get enrolled into everything that they have to offer, is what you're saying?

Speaker speaker_2: Yeah, I'm trying to see how much it is, like not saying...

Speaker speaker_1: So the... For medical, they offer you four different plans. They offer you the VIP Standard, the VIP Plus. Both of these plans cover doctors, hospitals and prescriptions. The only difference between the two is the VIP+ offers more as, as far as the hospital benefit goes. Then they also offer you the MUC Tellurix, which is a preventative care c- plan. That's good for, like, wellness checks, physicals, vaccinations, cancer screenings. Pap smears and mammograms for women. Any preventative care coverages which is not included in the VIP plan. And it also gives you access to FreeRx which gives you access to over 800 chronic and acute medications. And then you also have the MUC Enhanced which combines the preventative care with the VIP so you mo- you have both the preventative care and doctor's visits.

Speaker speaker_2: Okay. So the VIP Standard, that's the, that's the full coverage?

Speaker speaker_1: So the, there's nothing that covers everything. That's just the medical.

Speaker speaker_2: Okay. And do I get, like, a card or something?

Speaker speaker_1: Yeah, once you get enrolled you get your ID card and you will receive ID cards and stuff once you're get enrolled.

Speaker speaker_2: Okay. Can I just do the VIP Standard?

Speaker speaker_1: And that's all you want?

Speaker speaker_2: Yeah.

Speaker speaker_1: So that doesn't include...

Speaker speaker_2: Oh.

Speaker speaker_1: ... dental or vision. Those are both separate.

Speaker speaker_2: Okay.

Speaker speaker_1: So you still just want the VIP Standard?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right, so with that selected, your total will be \$17.73. That'll be deducted next week. Do you authorize your employer to make these deductions?

Speaker speaker_2: Yeah. Okay.

Speaker speaker_1: All right, so the enrollment process does take one to two weeks. Once we 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 card is sent one to two weeks

from the activation date.

Speaker speaker_2: Okay. And do I have, like, a log-in or...

Speaker speaker_1: Of the ID card?

Speaker speaker_2: Um, website or something?

Speaker speaker_1: You would get that... You would get that from your staffing company.

Speaker speaker_2: Okay.

Speaker speaker_1: And I do want to let you know, with your ID card, if you wanted a physical copy, you have to call and request it once your coverage becomes active. Otherwise, it's only sent via email.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Well, is there anything else I can help-

Speaker speaker_2: So I have to call back?

Speaker speaker_1: Uh, yes, sir, once your coverage becomes active, if you wanted a physical copy.

Speaker speaker_2: Okay.

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

Speaker speaker_2: That's it. Thank you.

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

Speaker speaker_2: You too.

Speaker speaker_1: Thank you.