

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, I was calling to see how can I add my daughter to my health insurance? Which staffing company you work for? Current staff. Oh, Morales. First name? Danae Hayes. Security preferences, can you verify address and date of birth for me? 1238 Butternut Lane in Annapoixena 46234, 3/14/1994. Do you, do you, did you wanna add, for your dental or you wanna add more coverage? Add, add my daughter to health insurance. Right. So then you- Medicare. ... you do, you'll have to get health insurance as well. I think I do have a health insurance for Dawn. Do I? No, ma'am. You just have dental. Okay. Well, I'll get a health insurance and add my daughter to it. Which plan were you interested in? Just the basic. The VIP Standard or the MEC TeleRx? Which one is cheaper? So the, so they, they cover two different things. The MEC TeleRx is the cheaper one, but that's only a preventative care plan. That's good for like wellness checks, physicals, vaccinations, cancer screenings. Mm-hmm. It has pap smears and mammograms for women. Any preventative care services. It also gives, comes with FreeRx which is a virtual pharmacy that gives you access to over 800 generic acute and chronic medications along with virtual urgent care appointments. Okay, that sounds good. Thank you. That one's \$16.88. And then the VIP standard, that one is \$17.91. That covers doctors, hospitals and prescriptions which isn't included in the MEC plan. Okay, I'll take the MEC plan. The MEC plan? Yeah. For you and the child? Yeah. All right, so your, the total will be \$22.47. And did you want to add it to your dental as well or you just want dental for yourself only? Oh yeah, dental just for myself only. All right, so your total's gonna go up to \$26.17. Okay. Do you authorize your employer to make these changes? Yeah. Do you? Okay, so we'll take one to two weeks for these changes to happen. It is possible to see the regular deductions over \$3.70. But after two weeks you should see a new total of \$26.17. Okay, thank you. All right. I do need to get some information from you. I need, uh, your dependent's first name, last name, social security and date of birth. Um, I don't have a social security right now, but I do have her name and date of birth. Okay, I'm ready whenever you are. Her name is Danae Hayes. D-A-N-A-E. Hayes, birthday 3/11/15. You said 3/11/18? 2015. 15. Mm-hmm. 3/11/2015? Yeah, 2015. 2-0-1-5. Right. And you said her name is D-A-N-A-E? Yes. All right. Good. All right, got that in the system. Well, was there anything else I can help you with today, Ms. Hayes? Uh, no, that'll be it. I'll just have to call back for my daughter's social security number. There's nothing else. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too. Bye. Thank you.

Conversation Format

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

Speaker speaker_1: Hi, I was calling to see how can I add my daughter to my health insurance?

Speaker speaker_0: Which staffing company you work for?

Speaker speaker_1: Current staff. Oh, Morales.

Speaker speaker_0: First name?

Speaker speaker_1: Danae Hayes.

Speaker speaker_0: Security preferences, can you verify address and date of birth for me?

Speaker speaker_1: 1238 Butternut Lane in Annapoixena 46234, 3/14/1994.

Speaker speaker_0: Do you, do you, did you wanna add, for your dental or you wanna add more coverage?

Speaker speaker_1: Add, add my daughter to health insurance.

Speaker speaker_0: Right. So then you-

Speaker speaker_1: Medicare.

Speaker speaker_0: ... you do, you'll have to get health insurance as well.

Speaker speaker_1: I think I do have a health insurance for Dawn. Do I?

Speaker speaker_0: No, ma'am. You just have dental.

Speaker speaker_1: Okay. Well, I'll get a health insurance and add my daughter to it.

Speaker speaker_0: Which plan were you interested in?

Speaker speaker_1: Just the basic.

Speaker speaker_0: The VIP Standard or the MEC TeleRx?

Speaker speaker_1: Which one is cheaper?

Speaker speaker_0: So the, so they, they cover two different things. The MEC TeleRx is the cheaper one, but that's only a preventative care plan. That's good for like wellness checks, physicals, vaccinations, cancer screenings.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: It has pap smears and mammograms for women. Any preventative care services. It also gives, comes with FreeRx which is a virtual pharmacy that gives you access to over 800 generic acute and chronic medications along with virtual urgent care appointments.

Speaker speaker_1: Okay, that sounds good. Thank you.

Speaker speaker_0: That one's \$16.88. And then the VIP standard, that one is \$17.91. That covers doctors, hospitals and prescriptions which isn't included in the MEC plan.

Speaker speaker_1: Okay, I'll take the MEC plan.

Speaker speaker_0: The MEC plan?

Speaker speaker_1: Yeah.

Speaker speaker_0: For you and the child?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right, so your, the total will be \$22.47. And did you want to add it to your dental as well or you just want dental for yourself only?

Speaker speaker_1: Oh yeah, dental just for myself only.

Speaker speaker_0: All right, so your total's gonna go up to \$26.17.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you authorize your employer to make these changes?

Speaker speaker_1: Yeah.

Speaker speaker_0: Do you? Okay, so we'll take one to two weeks for these changes to happen. It is possible to see the regular deductions over \$3.70. But after two weeks you should see a new total of \$26.17.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: All right. I do need to get some information from you. I need, uh, your dependent's first name, last name, social security and date of birth.

Speaker speaker_1: Um, I don't have a social security right now, but I do have her name and date of birth.

Speaker speaker_0: Okay, I'm ready whenever you are.

Speaker speaker_1: Her name is Danae Hayes. D-A-N-A-E. Hayes, birthday 3/11/15.

Speaker speaker_0: You said 3/11/18?

Speaker speaker_1: 2015.

Speaker speaker_0: 15.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: 3/11/2015?

Speaker speaker_1: Yeah, 2015. 2-0-1-5.

Speaker speaker_0: Right. And you said her name is D-A-N-A-E?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Good. All right, got that in the system. Well, was there anything else I can help you with today, Ms. Hayes?

Speaker speaker_1: Uh, no, that'll be it. I'll just have to call back for my daughter's social security number.

Speaker speaker_0: There's nothing else. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Thank you.