

## Transcript: Malcolm

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm, how can I help you? Hi. Um, I have a few questions regarding the coverage with, uh, Creative Circle. Hi, how can I help you? Um, I enrolled in the MEC, I believe- Mm-hmm. ... it's called. And I live in Massachusetts and I got a notification from Creative Circle saying that this plan is not, um, like does not pass as the minimum coverage for Massachusetts. So I, I was wondering if you can help me, uh, figure out if, if it really works with Massachusetts or not. And if not, what plan should I opt for, uh, instead? Okay. Um, mind if I put you on a brief hold? Yeah. Thank you. Are you there, ma'am? Hi. Hi. It's I am trying to get that answer for you. In the meantime, I'm going to go ahead and pull up your account. What staffing company do you work for? Uh, Creative Circle. Creative Circle? And last for your social. Uh, 3012. First name? Uh, Farah Abouelenien. Can you spell that for me? F-A-R-A-H, that's first name. And the last name is A-B-O-U-E-L-E-N-I-E-N. Okay. For security purposes, can you verify your address and date of birth for me? Yeah. 24 Steve Street, Natick, Massachusetts and the zip code is 01760. And, um, my date of birth is August 16th, '97. Thank you. So we have your phone number, 617-991-3699. Yes, that's correct. And the email is first name, last name at gmail.com? Yes. All right. And what was your... What was your question, one more time? Make sure I give me the accurate information. I, uh, enrolled in MEC-RX and I got a not- notification from Creative Circle saying that this plan does not meet the minimum coverage for Massachusetts. So, uh, I just want help on whether I need to like add on a VIP to the MEC or should I opt for MBP instead, open, uh, of the other ones all together, to meet the minimum requirements for coverage in Massachusetts. So m- so basically you want to know what plans will, would fall under making you qualified, correct? Yes, exactly. Whether it's like an MEC-RX with a combination of VIP or something like that. Like I have to go for two plans instead of just the one that I'm on right now, or, um, should I just switch from MEC to MBP? Okay. Do you mind if I put you on brief hold again, as long as... I'm still working on getting that answer for you. Thank you. Perfect. Thank you. Are you there, Ms. Farrah? Hi. Hey. So unfortunately, we don't offer any plans that do comply with, uh, Massachusetts. So you would have to get an individual plan outside of your employer in order to be in compliance. Oh, okay. So none of the plans that are out there for, um, State of Circle basically looks like anything- Yes, ma'am. ... I have to Something something. Yes, ma'am. You would have to get it outside of your employer. Okay. Then can I cancel my enrollment for the plan that I just canceled? Yeah. You want to cancel your plan that you have right now? Yeah. Okay. I got that canceled for you. Please be advised the cancellation process does take one to two weeks, and it's possible for your deductions within those two weeks, but after two weeks you shouldn't see anything else. So will I be charged for it? Yes, ma'am, and you still have active coverage for those two weeks. But after two weeks you shouldn't see anything

else. Um, okay. Thank you. No problem. Was there anything else I could help you with today, Ms. Farrah? Um, just one thing. I never got the card for the plan that I'm enrolled in. So, even if I wanna use this plan for the rest of the week, how am I supposed to use it? I can't hear you, ma'am. You're... you're kinda like choppy. Can you hear me now? I can hear you. It's just your words are like kinda chopped up when you're speaking. Oh, okay. 'Cause- You're saying, uh, I heard what you never received your ID card. What was after that? Yeah. Um, so if I'm going to be using the insurance for the next two weeks, how am I supposed to use it? I can send you your ID card. Give me one moment and I'll put you on brief hold while I get it for you. Okay. Thanks. Say that again, ma'am? Thank you. Okay. No problem. Are you there, Ms. Farrah? Yep. Mm-hmm. I just sent that card to your email. Oh, you... you sent that card to my email? Perfect. Thank you so much. Yes, ma'am. No problem. Was there anything else I could help you with today? No. Thank you. All right. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week. You too. Yeah. 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 the Car. This is Malcolm, how can I help you?

Speaker speaker\_2: Hi. Um, I have a few questions regarding the coverage with, uh, Creative Circle.

Speaker speaker\_1: Hi, how can I help you?

Speaker speaker\_2: Um, I enrolled in the MEC, I believe-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... it's called. And I live in Massachusetts and I got a notification from Creative Circle saying that this plan is not, um, like does not pass as the minimum coverage for Massachusetts. So I, I was wondering if you can help me, uh, figure out if, if it really works with Massachusetts or not. And if not, what plan should I opt for, uh, instead?

Speaker speaker\_1: Okay. Um, mind if I put you on a brief hold?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Thank you.

Speaker speaker\_3: Are you there, ma'am?

Speaker speaker\_2: Hi.

Speaker speaker\_3: Hi. It's I am trying to get that answer for you. In the meantime, I'm going to go ahead and pull up your account. What staffing company do you work for?

Speaker speaker\_2: Uh, Creative Circle.

Speaker speaker\_3: Creative Circle? And last for your social.

Speaker speaker\_2: Uh, 3012.

Speaker speaker\_3: First name?

Speaker speaker\_2: Uh, Farah Abouelenien.

Speaker speaker\_3: Can you spell that for me?

Speaker speaker\_2: F-A-R-A-H, that's first name. And the last name is A-B-O-U-E-L-E-N-I-E-N.

Speaker speaker\_3: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Yeah. 24 Steve Street, Natick, Massachusetts and the zip code is 01760. And, um, my date of birth is August 16th, '97.

Speaker speaker\_3: Thank you. So we have your phone number, 617-991-3699.

Speaker speaker\_2: Yes, that's correct.

Speaker speaker\_3: And the email is first name, last name at gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_3: All right. And what was your... What was your question, one more time? Make sure I give me the accurate information.

Speaker speaker\_2: I, uh, enrolled in MEC-RX and I got a not- notification from Creative Circle saying that this plan does not meet the minimum coverage for Massachusetts. So, uh, I just want help on whether I need to like add on a VIP to the MEC or should I opt for MBP instead, open, uh, of the other ones all together, to meet the minimum requirements for coverage in Massachusetts.

Speaker speaker\_3: So m- so basically you want to know what plans will, would fall under making you qualified, correct?

Speaker speaker\_2: Yes, exactly. Whether it's like an MEC-RX with a combination of VIP or something like that. Like I have to go for two plans instead of just the one that I'm on right now, or, um, should I just switch from MEC to MBP?

Speaker speaker\_3: Okay. Do you mind if I put you on brief hold again, as long as... I'm still working on getting that answer for you. Thank you.

Speaker speaker\_2: Perfect. Thank you.

Speaker speaker\_3: Are you there, Ms. Farrah?

Speaker speaker\_4: Hi.

Speaker speaker\_3: Hey. So unfortunately, we don't offer any plans that do comply with, uh, Massachusetts. So you would have to get an individual plan outside of your employer in order

to be in compliance.

Speaker speaker\_4: Oh, okay. So none of the plans that are out there for, um, State of Circle basically looks like anything-

Speaker speaker\_3: Yes, ma'am.

Speaker speaker\_4: ... I have to

Speaker speaker\_5: Something

Speaker speaker\_3: something. Yes, ma'am. You would have to get it outside of your employer.

Speaker speaker\_4: Okay. Then can I cancel my enrollment for the plan that I just

Speaker speaker\_6: canceled?

Speaker speaker\_3: Yeah. You want to cancel your plan that you have right now?

Speaker speaker\_4: Yeah.

Speaker speaker\_6: Okay. I got that canceled for you. Please be advised the cancellation process does take one to two weeks, and it's possible for your deductions within those two weeks, but after two weeks you shouldn't see anything else.

Speaker speaker\_4: So will I be charged for it?

Speaker speaker\_3: Yes, ma'am, and you still have active coverage for those two weeks. But after two weeks you shouldn't see anything else.

Speaker speaker\_4: Um, okay. Thank you.

Speaker speaker\_3: No problem. Was there anything else I could help you with today, Ms. Farrah?

Speaker speaker\_4: Um, just one thing. I never got the card for the plan that I'm enrolled in. So, even if I wanna use this plan for the rest of the week, how am I supposed to use it?

Speaker speaker\_3: I can't hear you, ma'am. You're... you're kinda like choppy.

Speaker speaker\_4: Can you hear me now?

Speaker speaker\_3: I can hear you. It's just your words are like kinda chopped up when you're speaking.

Speaker speaker\_4: Oh, okay. 'Cause-

Speaker speaker\_3: You're saying, uh, I heard what you never received your ID card. What was after that?

Speaker speaker\_4: Yeah. Um, so if I'm going to

Speaker speaker\_6: be using the insurance for the next two weeks, how am I supposed to use it?

Speaker speaker\_3: I can send you your ID card. Give me one moment and I'll put you on brief hold while I get it for you.

Speaker speaker\_4: Okay. Thanks.

Speaker speaker\_3: Say that again, ma'am?

Speaker speaker\_4: Thank you. Okay.

Speaker speaker\_3: No problem. Are you there, Ms. Farrah?

Speaker speaker\_4: Yep. Mm-hmm.

Speaker speaker\_3: I just sent that card to your email.

Speaker speaker\_4: Oh, you... you sent that card to my email? Perfect. Thank you so much.

Speaker speaker\_3: Yes, ma'am. No problem. Was there anything else I could help you with today?

Speaker speaker\_4: No. Thank you.

Speaker speaker\_3: All right. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker\_4: You too. Yeah.

Speaker speaker\_3: Thank you.