

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Uh, yes, I was returning a call, uh, that I received yesterday. All right. What's your name? Uh, Tariq El. That's T-A-R-I-Q, last name E-L. What staffing company you working for? Uh, Focus. What's the last four of your social? 1757. All right. For security purposes, can you verify your address and date of birth for me? 2757 West 10th Place, Gary, Indiana, 46404. 10/01/1982. Thank you. So we got your phone number, 219-999-5699. Yes. And then your email is tariq_el@yahoo.com? Yeah. Yes. Thank you. All right. So it looks like an outbound call was made to see what type of health insurance you wanted to get enrolled into. Looks like you selected the MEC Enhanced, but then you also selected the VIP Standard, which you're only able to pick one or the other. Oh, okay. Oh. Which one were you interested in getting enrolled into? Uh, which one is... Uh, what's the difference in the... The VIP is the better option or the, uh- So I wouldn't- ... oh. I wouldn't be able to make any recommendations. Um, so the differences between the two, the VIP Standard covers doctors, hospitals and prescriptions. The MEC Enhanced covers doctors, hospitals, doctors, hospitals and prescriptions a- along with preventative services like wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, and preventative services. Okay. I'll go with, uh, the, the, the M- the ME- the MCEW or whatever. The MEC Enhanced? Yes. All right. So do you want the Basic or do you want the Enh- the MEC En- the ENH? So you have the MEC Enhanced Basic and you have the MEC Enhanced. The Basic is \$35.11. The Enhanced is \$44.99. The Enhanced. All right. Well, was there anything else that you were interested in? Uh, do that include the den- uh, dental? No, sir. Dental would be \$3.64. Yeah, let me get dental with that. All right. What else? That's it. So you just want the MEC Enhanced and the dental? Yes. So those two selected, your total would be \$48.63. That'll be deducted weekly. Do you authorize your employer to make these deductions? Yes. All right. So the enrollment process does take one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that follows on Mondays when your coverage will become active, and your ID cards are sent one to two weeks from the activation date. All right. All right. Well, was there anything else I can help you with today, Mr. Tariq? No, thank you. All right. Well, thanks for calling Benefits in the Car. I hope you have a great rest of your week. All right. You, too. 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: Uh, yes, I was returning a call, uh, that I received yesterday.

Speaker speaker_0: All right. What's your name?

Speaker speaker_1: Uh, Tariq El. That's T-A-R-I-Q, last name E-L.

Speaker speaker_0: What staffing company you working for?

Speaker speaker_1: Uh, Focus.

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

Speaker speaker_1: 1757.

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

Speaker speaker_1: 2757 West 10th Place, Gary, Indiana, 46404. 10/01/1982.

Speaker speaker_0: Thank you. So we got your phone number, 219-999-5699.

Speaker speaker_1: Yes.

Speaker speaker_0: And then your email is tariq_el@yahoo.com?

Speaker speaker_1: Yeah. Yes.

Speaker speaker_0: Thank you. All right. So it looks like an outbound call was made to see what type of health insurance you wanted to get enrolled into. Looks like you selected the MEC Enhanced, but then you also selected the VIP Standard, which you're only able to pick one or the other.

Speaker speaker_1: Oh, okay. Oh.

Speaker speaker_0: Which one were you interested in getting enrolled into?

Speaker speaker_1: Uh, which one is... Uh, what's the difference in the... The VIP is the better option or the, uh-

Speaker speaker_0: So I wouldn't-

Speaker speaker_1: ... oh.

Speaker speaker_0: I wouldn't be able to make any recommendations. Um, so the differences between the two, the VIP Standard covers doctors, hospitals and prescriptions. The MEC Enhanced covers doctors, hospitals, doctors, hospitals and prescriptions a- along with preventative services like wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, and preventative services.

Speaker speaker_1: Okay. I'll go with, uh, the, the, the, the M- the ME- the MCEW or whatever.

Speaker speaker_0: The MEC Enhanced?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So do you want the Basic or do you want the Enh- the MEC En- the ENH? So you have the MEC Enhanced Basic and you have the MEC Enhanced. The Basic is \$35.11. The Enhanced is \$44.99.

Speaker speaker_1: The Enhanced.

Speaker speaker_0: All right. Well, was there anything else that you were interested in?

Speaker speaker_1: Uh, do that include the den- uh, dental?

Speaker speaker_0: No, sir. Dental would be \$3.64.

Speaker speaker_1: Yeah, let me get dental with that.

Speaker speaker_0: All right. What else?

Speaker speaker_1: That's it.

Speaker speaker_0: So you just want the MEC Enhanced and the dental?

Speaker speaker_1: Yes.

Speaker speaker_0: So those two selected, your total would be \$48.63. That'll be deducted weekly. Do you authorize your employer to make these deductions?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So the enrollment process does take one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that follows on Mondays when your coverage will become active, and your ID cards are sent one to two weeks from the activation date.

Speaker speaker_1: All right.

Speaker speaker_0: All right. Well, was there anything else I can help you with today, Mr. Tariq?

Speaker speaker_1: No, thank you.

Speaker speaker_0: All right. Well, thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_1: All right. You, too.

Speaker speaker_0: Thank you.