

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. This is Benefits in the Car and this is Matthew. How can I help you? Hey, uh, this is, um, Kennedy Spann. I was trying to see, um, the lady had gave me y'all number at the staffing place. I was trying to see what all benefits do I have? What staffing company do you work for, ma'am? Serge and Floyd. What's the last four of your Social? Um, 7151. First name? Kennedy. Last name? Spann. Social security purposes, can you verify your address and date of birth for me? August the 12th, 2003 and my address, 1805 Hospital Drive, Apartment L339204. Okay. I need the city, state and zip code as well. Sir? I need the city and state as well. Jacksonville City, 39204. Thank you. Excuse me, I got your phone number, 769-308-9518? Uh-huh. And I've got email is kennedyspann562@gmail.com? Correct. You... So it looks like you have a pending enrollment for the MEC Peli Rx plan. I'm sorry, what's that? So that's, that's a plan, that's a preventative care plan. That's good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care coverages, coverages. And it also- Mm-hmm. ... includes access to Peli Rx, which gives you over... gives you access to over 800 acute and chronic medications. Okay, so it's not like no type of dental insurance or nothing like that, right? So they do offer you that. You would just have to get enrolled into it. Okay, no that was... But I, I was just trying to make sure I ain't have it. That's all. So did you wanna, you want to decline the coverage? Um, I'm talking about what you just talked about, the pap smear stuff? Yes, ma'am. Um, I mean, yeah I can 'cause I don't... That's for both of them? Because this, they got... What's eMed? That's what you just told me about? I'm not sure what eMed is. Yeah, I got... I'm reading eMed and then E for Seal. Yeah, I'm not sure what either one of those plans are. The MEC, the preventative care plan is the one they auto enroll you into. Okay, I don't want it though. I don't... Yeah, I'm not gonna... I don't want that. All right, I got that declined for you. Was there anything else I can help you with today, Miss Spann? No, sir. That's all. All right, if there's nothing else, thanks for calling Benefits in the Car. I hope you have a great weekend. All right, thank you. No problem.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: This is Benefits in the Car and this is Matthew. How can I help you?

Speaker speaker_2: Hey, uh, this is, um, Kennedy Spann. I was trying to see, um, the lady had gave me y'all number at the staffing place. I was trying to see what all benefits do I have?

Speaker speaker_1: What staffing company do you work for, ma'am?

Speaker speaker_2: Serge and Floyd.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: Um, 7151.

Speaker speaker_1: First name?

Speaker speaker_2: Kennedy.

Speaker speaker_1: Last name?

Speaker speaker_2: Spann.

Speaker speaker_1: Social security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: August the 12th, 2003 and my address, 1805 Hospital Drive, Apartment L339204.

Speaker speaker_1: Okay. I need the city, state and zip code as well.

Speaker speaker_2: Sir?

Speaker speaker_1: I need the city and state as well.

Speaker speaker_2: Jacksonville City, 39204.

Speaker speaker_1: Thank you. Excuse me, I got your phone number, 769-308-9518?

Speaker speaker_2: Uh-huh.

Speaker speaker_1: And I've got email is kennedyspann562@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: You... So it looks like you have a pending enrollment for the MEC Peli Rx plan.

Speaker speaker_2: I'm sorry, what's that?

Speaker speaker_1: So that's, that's a plan, that's a preventative care plan. That's good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care coverages, coverages. And it also-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... includes access to Peli Rx, which gives you over... gives you access to over 800 acute and chronic medications.

Speaker speaker_2: Okay, so it's not like no type of dental insurance or nothing like that, right?

Speaker speaker_1: So they do offer you that. You would just have to get enrolled into it.

Speaker speaker_2: Okay, no that was... But I, I was just trying to make sure I ain't have it. That's all.

Speaker speaker_1: So did you wanna, you want to decline the coverage?

Speaker speaker_2: Um, I'm talking about what you just talked about, the pap smear stuff?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Um, I mean, yeah I can 'cause I don't... That's for both of them? Because this, they got... What's eMed? That's what you just told me about?

Speaker speaker_1: I'm not sure what eMed is.

Speaker speaker_2: Yeah, I got... I'm reading eMed and then E for Seal.

Speaker speaker_1: Yeah, I'm not sure what either one of those plans are. The MEC, the preventative care plan is the one they auto enroll you into.

Speaker speaker_2: Okay, I don't want it though. I don't... Yeah, I'm not gonna... I don't want that.

Speaker speaker_1: All right, I got that declined for you. Was there anything else I can help you with today, Miss Spann?

Speaker speaker_2: No, sir. That's all.

Speaker speaker_1: All right, if there's nothing else, thanks for calling Benefits in the Car. I hope you have a great weekend.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: No problem.