

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hey, my name is Zoya Ashley. I am currently employed with Wagner Staffing. Hi, how can I help you? I wanted to know, am I enrolled in Zoya's coverage or not? Okay. What's the last four of your social? 1381. First name? Zoya. Z-O-Y-A- All right. For security purposes, can you verify your address and date of birth for me? I think the address you guys have is 801 Booth Road, Warner Robins, Georgia 31088. That's not the address that we have on file. Is it 2050 Friendship UMC Church Road? Yes. Yes, ma'am. Cochran, Georgia 310140? Yes, ma'am. That's my mom's address. Nice. And your date of birth? 02-23-1996. All right. So do you need to update your address? Yes, we can. Mm-hmm. All right. So what's your new address? 801 Booth Road. B as in boy. Zero... Um, I'm talking about zero. O-O-T-H Road, Warner Robins, Georgia 31088. Apartment number 2204. You said 801 Booth Road, Apartment 2204? Yes, 801 Booth Road, Warner Robins, Georgia 31088. How do you spell that? Booth. Warner Robins. Mm-hmm. Um, W-A-R-N-E-R and then Robbins is R-O-B-I-N-S. Warner Robins, Georgia. And what was the zip code? 31088. Did you say 31488? 31088. Thank you. And there's no phone number on file. Would you like cap numbers? 478-342-4445. And your email? Z as in Zoya Alexandria. So A-L-E-X-A-N-D-R-I-A96@yahoo.com. This is ZAlexandria96@yahoo.com? Correct. Thank you. All right. So it looks like your coverage has been sent in to be processed but it doesn't look like it's started yet. So you're still waiting for that first deduction to happen. I'm sorry? I said it looks like it's been sent in to be processed, but it hasn't become active yet. So it looks like you're still waiting for that first deduction to happen. Okay. Um, what type of, um, do, do like most doctors accept this insurance? Because I never had this insurance before, so... So, so the plan you got enrolled into is the preventative care plan. Mm-hmm. That's good for like work-related physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. That doesn't include dental or vision, or, or hos- doctors or hospitals. Um, in order to find who would take your insurance, you would go to multiplan.com. That website will tell you what doctors in the area take your insurance. Okay, so do I need to pick another coverage or do I just need to find out about it if... I wouldn't be able to make any recommendations unfortunately. It just solely depends on what you're looking for. Yeah, because I need it for like doctor and, you know, stuff like that. So you said I go to multi what now again? Multiplan.com. And that's to pick a doctor or coverage? That's the, that tells you what doctors in the area take your insurance. Give me one second. And so you said this insurance doesn't... It doesn't, um, cover like doctor appointments and stuff like that? No, ma'am. It's only for preventative care services. So they do offer you the VIP Classic and the VIP Pro. Both of those plans cover doctors, hospitals and prescriptions. The VIP Classic is \$18.55 and the VIP Pro is \$37.83. Well, let me get the VIP Pro. Okay. So did you want, were you wanting anything else

besides... Do you still want the preventative care? Because that doesn't include... So the VIP Pro doesn't include preventative care. So basically I'll be paying like... Basically I'll be paying for that and the VIP Pro? Yes, ma'am, because they don't... They both cover two separate things. You're allowed to have them both, but they both don't cover the things the each other, the other one does, if that makes sense. Okay. But the plan you have right now is for preventative measures and then the one that you want to get, the VIP Pro, is for doctors, hospitals and prescriptions. Neither one of the other plans cover that, but you're allowed to have both of them if you want. Okay. Yeah, let me, um... So right now I'm already... The first deduction is going to be like, what, \$30? It would... Your first deduction will be \$14.01 because it's already been sent in and processed. And it'll be \$14 every paycheck or \$14 every month? Every paycheck. These come out weekly. All right. And then if I get the VIP Pro, it'll be like 30 something. So you'll be looking at like 50 some dollars a month? \$51.84 a week if you got both plans, if you keep both plans. Yeah, let me get both plans. Can I get the member ID or I don't have that just yet? You wouldn't have any of that information until your coverage actually comes, becomes active. Okay. Okay. So it will take one to two weeks for the changes to happen. It is possible to see deductions of that 14.01 first, and then after two weeks you'll see the new, the new total of 51.84. Okay. All right. And you said I have VIP Pro. And the MEC standalone. And the what now? The MEC standalone. What's that broken down from? What's that? That's the pre- that's the preventative care plan that you have right now, that you're already enrolled into. Okay. All right. All right, thank you. No problem, Ms. Ashley. Was there anything else I can help you with today? That'd be all. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too. Thank you. 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: Hey, my name is Zoya Ashley. I am currently employed with Wagner Staffing.

Speaker speaker_0: Hi, how can I help you?

Speaker speaker_1: I wanted to know, am I enrolled in Zoya's coverage or not?

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

Speaker speaker_1: 1381.

Speaker speaker_0: First name?

Speaker speaker_1: Zoya. Z-O-Y-A-

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

Speaker speaker_1: I think the address you guys have is 801 Booth Road, Warner Robins, Georgia 31088.

Speaker speaker_0: That's not the address that we have on file.

Speaker speaker_1: Is it 2050 Friendship UMC Church Road?

Speaker speaker_0: Yes. Yes, ma'am.

Speaker speaker_1: Cochran, Georgia 310140?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: That's my mom's address.

Speaker speaker_0: Nice. And your date of birth?

Speaker speaker_1: 02-23-1996.

Speaker speaker_0: All right. So do you need to update your address?

Speaker speaker_1: Yes, we can. Mm-hmm.

Speaker speaker_0: All right. So what's your new address?

Speaker speaker_1: 801 Booth Road. B as in boy. Zero... Um, I'm talking about zero. O-O-T-H Road, Warner Robins, Georgia 31088. Apartment number 2204.

Speaker speaker_0: You said 801 Booth Road, Apartment 2204?

Speaker speaker_1: Yes, 801 Booth Road, Warner Robins, Georgia 31088.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: Booth. Warner Robins.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, W-A-R-N-E-R and then Robbins is R-O-B-I-N-S. Warner Robins, Georgia.

Speaker speaker_0: And what was the zip code?

Speaker speaker_1: 31088.

Speaker speaker_0: Did you say 31488?

Speaker speaker_1: 31088.

Speaker speaker_0: Thank you. And there's no phone number on file. Would you like cap numbers?

Speaker speaker_1: 478-342-4445.

Speaker speaker_0: And your email?

Speaker speaker_1: Z as in Zoya Alexandria. So A-L-E-X-A-N-D-R-I-A96@yahoo.com.

Speaker speaker_0: This is ZAlexandria96@yahoo.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Thank you. All right. So it looks like your coverage has been sent in to be processed but it doesn't look like it's started yet. So you're still waiting for that first deduction to happen.

Speaker speaker_1: I'm sorry?

Speaker speaker_0: I said it looks like it's been sent in to be processed, but it hasn't become active yet. So it looks like you're still waiting for that first deduction to happen.

Speaker speaker_1: Okay. Um, what type of, um, do, do like most doctors accept this insurance? Because I never had this insurance before, so...

Speaker speaker_0: So, so the plan you got enrolled into is the preventative care plan.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: That's good for like work-related physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. That doesn't include dental or vision, or, or hos- doctors or hospitals. Um, in order to find who would take your insurance, you would go to [multiplan.com](https://www.multiplan.com). That website will tell you what doctors in the area take your insurance.

Speaker speaker_1: Okay, so do I need to pick another coverage or do I just need to find out about it if...

Speaker speaker_0: I wouldn't be able to make any recommendations unfortunately. It just solely depends on what you're looking for.

Speaker speaker_1: Yeah, because I need it for like doctor and, you know, stuff like that. So you said I go to multi what now again?

Speaker speaker_0: [Multiplan.com](https://www.multiplan.com).

Speaker speaker_1: And that's to pick a doctor or coverage?

Speaker speaker_0: That's the, that tells you what doctors in the area take your insurance.

Speaker speaker_1: Give me one second. And so you said this insurance doesn't... It doesn't, um, cover like doctor appointments and stuff like that?

Speaker speaker_0: No, ma'am. It's only for preventative care services. So they do offer you the VIP Classic and the VIP Pro. Both of those plans cover doctors, hospitals and prescriptions. The VIP Classic is \$18.55 and the VIP Pro is \$37.83.

Speaker speaker_1: Well, let me get the VIP Pro.

Speaker speaker_0: Okay. So did you want, were you wanting anything else besides... Do you still want the preventative care? Because that doesn't include... So the VIP Pro doesn't include preventative care.

Speaker speaker_1: So basically I'll be paying like... Basically I'll be paying for that and the VIP Pro?

Speaker speaker_0: Yes, ma'am, because they don't... They both cover two separate things. You're allowed to have them both, but they both don't cover the things the each other, the other one does, if that makes sense.

Speaker speaker_1: Okay.

Speaker speaker_0: But the plan you have right now is for preventative measures and then the one that you want to get, the VIP Pro, is for doctors, hospitals and prescriptions. Neither one of the other plans cover that, but you're allowed to have both of them if you want.

Speaker speaker_1: Okay. Yeah, let me, um... So right now I'm already... The first deduction is going to be like, what, \$30?

Speaker speaker_0: It would... Your first deduction will be \$14.01 because it's already been sent in and processed.

Speaker speaker_1: And it'll be \$14 every paycheck or \$14 every month?

Speaker speaker_0: Every paycheck. These come out weekly.

Speaker speaker_1: All right. And then if I get the VIP Pro, it'll be like 30 something. So you'll be looking at like 50 some dollars a month?

Speaker speaker_0: \$51.84 a week if you got both plans, if you keep both plans.

Speaker speaker_1: Yeah, let me get both plans. Can I get the member ID or I don't have that just yet?

Speaker speaker_0: You wouldn't have any of that information until your coverage actually comes, becomes active.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. So it will take one to two weeks for the changes to happen. It is possible to see deductions of that 14.01 first, and then after two weeks you'll see the new, the new total of 51.84.

Speaker speaker_1: Okay. All right. And you said I have VIP Pro.

Speaker speaker_0: And the MEC standalone.

Speaker speaker_1: And the what now?

Speaker speaker_0: The MEC standalone.

Speaker speaker_1: What's that broken down from? What's that?

Speaker speaker_0: That's the pre- that's the preventative care plan that you have right now, that you're already enrolled into.

Speaker speaker_1: Okay. All right. All right, thank you.

Speaker speaker_0: No problem, Ms. Ashley. Was there anything else I can help you with today?

Speaker speaker_1: That'd be all.

Speaker speaker_0: Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Thank you.