

## Transcript: Malcolm

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### Full Transcript

... benefits and the card. This is Malcolm. How can I help you? Uh, yes, sir. I've talked to two of you guys today and now I'm home so I can look in my book. I've had benefit and a card like two months ago and then I left the company I was with, and now I'm back and the people I've talked to said that I can't open a new plan but I can continue my old plan. Right, so you wanna get your coverage reinstated? Well, I want to know what I have on that coverage, to be honest with you first, 'cause I can't remember. All right, what's the, what's the special company? Uh, hold up. Da, da, da, da, da. Uh, here's... Yes. Megaforce. And what's the last four of your social? 2008. You have 2008? Yes. First name? Garry, G-A-R-R-Y. Last name? Stevens, S-T-E-V-E-N-S. All right, for security purposes, can you verify your address and date of birth for me? Address is 811 Johnson Street, Reidsville, North Carolina, 27320, 12/31/66. Thank you. So we got your phone number, 336-432-2273? That's it. And your email is gestevens2424@gmail.com? That's it. Thank you. All right, so it looks like your past coverage was the Ensure Plus Basic, the dental, short-term disability, life insurance, vision and that preventative care plan. Oh. Hold on. Okay, slow down. I'm looking here at the book of the new coverage that we want to get. Okay, first thing you said was what? Ensure Plus Basic. Ensure at, what, 16.33? So you had it for you and your spouse, so it's \$26.15. Oh, okay. Insure, Insured Was. Okay, what else do I have? The dental for you and a spouse, short-term disability for yourself, life insurance for you and a spouse. Okay, you still going fast. I'm trying to get up to here and find what you're saying. You're fine. Mm-hmm. Life insurance, what was that for life insurance? Uh, vision for you and a spouse, and then you have the NEC TeleRx plan for you and a spouse. The IDX Social Plus? No, sir. That wasn't on your coverage. Okay, I'm looking on here to see where... I don't see it on this. Is it... On here it says FreeRx. That's included in the NEC TeleRx plan. Okay, so FreeRx is included in the NEC 10X? Yes, sir. Oh, no, n- And that- No, you have the NEC TeleRx and it's included in the NEC TeleRx plan. TeleRx, I'm trying my best to find that. Well, okay, so I'm looking at Insured Plus, right? Insured Plus Basic, yes, sir. And what does that cover? Doctors, hospitals and prescriptions. Owe Insured Plus. Okay, so I did have a prescription card. Yes, sir. Okay, that's, that's what I was a- that's what I was after 'cause we was, we was confused. Okay, uh... Now, I can reinstate this, but I can't r- get the new plan to be sent out, correct? Yes, sir. Okay, and it's, what, 60 something? 'Cause this week is on my, uh, sec- my second week here. And it's how much? So everything, if you get reinstated with everything that you had, it'd be \$60.64. 60, 64 weeks. And I'm having it stated back, reinstated when? Let's say the second paycheck, which would be this one. So it take, it takes one to two weeks, like, the regular enrollment process. Okay. W- So depending on when you get it reinstated, it's like one to two weeks, and once you see that first deduction and then we see it in our system that following Monday. Okay. It'll be automatic- Let me talk to my wife. I have highlighted, uh, let's see. The

short-term, what's it under? What do you mean, what is it under? Uh, you said I had short-term on our Yes, that's short-term disability for yourself. Yeah. What was it under? It was, it would be \$3.66. Is that what you're asking? Yeah. Okay. I see. Well, I see it now. I should be working 20 hours or more to qualify. Mm-hmm. All I knew is I'm doing it. Okay. All right. That's what I needed to know. Let me talk to her and I'll probably call you right back. Okay. Well, was there anything else I can help you with today, Mr. Gary? No. We just was wondering about if we had a prescription plan or not. So yeah, you do. And then also we have FreeRx which is included in your ME fee tell ERX plan. So you have two different, um, plans that help with prescriptions. Oh, okay. Sounds great. I greatly appreciate it. No problem, Mr. Gary. Was there anything else I can help you with today? That's got me covered. All right. Well, if there's nothing else, thanks for calling Benefits in the Cargo. Hope you have a great rest of your day. All right. Thank you. Mm-hmm.

## Conversation Format

Speaker speaker\_0: ... benefits and the card. This is Malcolm. How can I help you?

Speaker speaker\_1: Uh, yes, sir. I've talked to two of you guys today and now I'm home so I can look in my book. I've had benefit and a card like two months ago and then I left the company I was with, and now I'm back and the people I've talked to said that I can't open a new plan but I can continue my old plan.

Speaker speaker\_0: Right, so you wanna get your coverage reinstated?

Speaker speaker\_1: Well, I want to know what I have on that coverage, to be honest with you first, 'cause I can't remember.

Speaker speaker\_0: All right, what's the, what's the special company?

Speaker speaker\_1: Uh, hold up. Da, da, da, da, da. Uh, here's... Yes. Megaforce.

Speaker speaker\_0: And what's the last four of your social?

Speaker speaker\_1: 2008.

Speaker speaker\_0: You have 2008?

Speaker speaker\_1: Yes.

Speaker speaker\_0: First name?

Speaker speaker\_1: Garry, G-A-R-R-Y.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Stevens, S-T-E-V-E-N-S.

Speaker speaker\_0: All right, for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Address is 811 Johnson Street, Reidsville, North Carolina, 27320, 12/31/66.

Speaker speaker\_0: Thank you. So we got your phone number, 336-432-2273?

Speaker speaker\_1: That's it.

Speaker speaker\_0: And your email is gestevens2424@gmail.com?

Speaker speaker\_1: That's it.

Speaker speaker\_0: Thank you. All right, so it looks like your past coverage was the Ensure Plus Basic, the dental, short-term disability, life insurance, vision and that preventative care plan.

Speaker speaker\_1: Oh. Hold on. Okay, slow down. I'm looking here at the book of the new coverage that we want to get. Okay, first thing you said was what?

Speaker speaker\_0: Ensure Plus Basic.

Speaker speaker\_1: Ensure at, what, 16.33?

Speaker speaker\_0: So you had it for you and your spouse, so it's \$26.15.

Speaker speaker\_1: Oh, okay. Insure, Insured Was. Okay, what else do I have?

Speaker speaker\_0: The dental for you and a spouse, short-term disability for yourself, life insurance for you and a spouse.

Speaker speaker\_1: Okay, you still going fast. I'm trying to get up to here and find what you're saying.

Speaker speaker\_0: You're fine.

Speaker speaker\_1: Mm-hmm. Life insurance, what was that for life insurance?

Speaker speaker\_0: Uh, vision for you and a spouse, and then you have the NEC TeleRx plan for you and a spouse.

Speaker speaker\_1: The IDX Social Plus?

Speaker speaker\_0: No, sir. That wasn't on your coverage.

Speaker speaker\_1: Okay, I'm looking on here to see where... I don't see it on this. Is it... On here it says FreeRx.

Speaker speaker\_0: That's included in the NEC TeleRx plan.

Speaker speaker\_1: Okay, so FreeRx is included in the NEC 10X?

Speaker speaker\_0: Yes, sir. Oh, no, n-

Speaker speaker\_1: And that-

Speaker speaker\_0: No, you have the NEC TeleRx and it's included in the NEC TeleRx plan.

Speaker speaker\_1: TeleRx, I'm trying my best to find that. Well, okay, so I'm looking at Insured Plus, right?

Speaker speaker\_0: Insured Plus Basic, yes, sir.

Speaker speaker\_1: And what does that cover?

Speaker speaker\_0: Doctors, hospitals and prescriptions.

Speaker speaker\_1: Owe Insured Plus. Okay, so I did have a prescription card.

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay, that's, that's what I was a- that's what I was after 'cause we was, we was confused. Okay, uh... Now, I can reinstate this, but I can't r- get the new plan to be sent out, correct?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay, and it's, what, 60 something? 'Cause this week is on my, uh, sec- my second week here. And it's how much?

Speaker speaker\_0: So everything, if you get reinstated with everything that you had, it'd be \$60.64.

Speaker speaker\_1: 60, 64 weeks. And I'm having it stated back, reinstated when? Let's say the second paycheck, which would be this one.

Speaker speaker\_0: So it take, it takes one to two weeks, like, the regular enrollment process.

Speaker speaker\_1: Okay. W-

Speaker speaker\_0: So depending on when you get it reinstated, it's like one to two weeks, and once you see that first deduction and then we see it in our system that following Monday.

Speaker speaker\_1: Okay.

Speaker speaker\_0: It'll be automatic-

Speaker speaker\_1: Let me talk to my wife. I have highlighted, uh, let's see. The short-term, what's it under?

Speaker speaker\_0: What do you mean, what is it under?

Speaker speaker\_1: Uh, you said I had short-term on our

Speaker speaker\_0: Yes, that's short-term disability for yourself.

Speaker speaker\_1: Yeah. What was it under?

Speaker speaker\_0: It was, it would be \$3.66. Is that what you're asking?

Speaker speaker\_1: Yeah. Okay. I see. Well, I see it now. I should be working 20 hours or more to qualify.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: All I knew is I'm doing it. Okay. All right. That's what I needed to know. Let me talk to her and I'll probably call you right back.

Speaker speaker\_0: Okay. Well, was there anything else I can help you with today, Mr. Gary?

Speaker speaker\_1: No. We just was wondering about if we had a prescription plan or not.

Speaker speaker\_0: So yeah, you do. And then also we have FreeRx which is included in your ME fee tell ERX plan. So you have two different, um, plans that help with prescriptions.

Speaker speaker\_1: Oh, okay. Sounds great. I greatly appreciate it.

Speaker speaker\_0: No problem, Mr. Gary. Was there anything else I can help you with today?

Speaker speaker\_1: That's got me covered.

Speaker speaker\_0: All right. Well, if there's nothing else, thanks for calling Benefits in the Cargo. Hope you have a great rest of your day.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: Mm-hmm.