

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Uh, hello there. This is Celso Figueroa. I'm a employee of Sarge's Stopping Network. Is this the one who provide the insurance, health insurance for the Sarge, uh, employee? You s- so you want to cancel your insurance or you want to get enrolled? No, I just want to know how... Do I get a insurance because I work in Stop Mel. So, sir, I will enroll you as a, in their employees with the coverage. What's the last four of your social? Uh, 2731. I'm sorry, 3731? No, 2731. First name? Celso. Say that again. Celso, C-e-l-s-o. You got it? Can you spell it one more time for me? Uh, C as in cat, E as in egg, L as in lamb, S as in sun, O as in orange. Are you a brand new hire? Pardon me? Are you a brand new hire? Yes. I was, uh, hired, uh, two weeks ago. Okay, so they hadn't added you in the system. I can add you in the system and then I can get you enrolled if you want to. How much do, do I pay for the insurance for by week, for every week? It's every week? Yeah. Altogether, in a month, how much do you charge for the health insurance? So it depends. The prices vary depending on what you get enrolled into. Okay. I just need one moment. Just give me the basic, the basic one. The one for the medis- for my medicine and the dental cleaning the files. Right, what's your full social? Uh, 341982731. You said 341982731? That's correct. Can I have you spell your first name again? C as in cat, E as in egg, L as in lamb, S as in sun, O as in orange. Last name Figueroa, F-I-G-U-E-R-O-A. Can you spell it slower please? Uh, last name? Yes, sir. F as in frank, I as in igloo, G as in god, U as in umbrella, E as in egg, S as, L as in Rolex, O as in orange, and A as in apple. What was after the R? You said F-I-G-U-E-R- O as in orange and A as in apple. Thank you. Address? Your address, sir? Say again? Your address? Uh, 629 Rose Lane, Bartlett, Illinois 60103. Can you spell the city name? Uh, Bartlett. Uh, the city? Bart- Bartlett. B-A-R-T-E... No, no. B-A-R-T-L-E double T. Bartlett. You said B-A-R-T-E-L-L-E? No, B-A-R-T, L as in lamb, E as in egg, and double T as in toy. B-A-R-T-L-E-T-T? Double... Yeah, T-T. Double T. Double P? Yeah, Bartlett. ZIP code 60103. 6-0- 1-0-3. Date of birth? 8-30-63. You said 8-30-63? Yes. Email? Uh, quantumboy30@yahoo.com. Q as in queen, U- So first name, last name? Celso B. Figueroa. You said first name, last name... What was the rest? My first name and last name? No, so your, for your email, so your email's your first name, last name- Ah, oh, yeah, yeah. No, no, my, my email is quantum, Q-U-A-T-U-M-B-O-Y30@yahoo.com. You said Q-U-A-T-U-M- B-O-Y, boy, 30@yahoo.com. Yahoo.com? Yeah. And your phone number? 630-398-7905. Okay, uh... All right, and you said you wanted dental and what else? Medical, dental and, uh, yeah, just medical and dental only. Right, so for medical they offer you three different plans. They offer you the VIP Standard and the VIP Classic-Both of these plans cover doctors, hospitals and prescriptions. Only difference between the two is with the Classic it covers more in the hospital aspect and then they also offer you the MUC Peli Rx which is a preventative care plan that co- that includes like wellness checks, physicals, vaccinations,

cancer screenings, Pap smears and mammograms for women, any preventive care services which isn't included in the VIP plan and it also gives you access to FreeRx which is a virtual pharmacy that gives you access to over 800 generic acute and chronic medications along with virtual urgent care appointments. I'll just take the, the Standard. Thanks. If you- How much do you charge me for that? The Standard will be \$17.63 and the dental will be \$4.17 bringing you to a total- Every week? Yes sir, every week. Every week? So a total of \$21.80 every week. Okay, I'll take that. That's fine with me. So did you want the preventive care as well 'cause that's not included in the VIP? What is the preventive health? So it, it includes the FreeRx and the preventive care services. How much do you charge for that if I added that? That one will be \$16.80 bringing your total to \$36... \$38.60 a week. A week? Okay, I'll take that. That's fine. I can do that. If you- Okay. And how lo- how long will be it be... do you think I can get the card or I can start using it? So the enrollment process... the enrollment process takes one to two weeks from whatever date you get enrolled. Once we see that first deduction from your paycheck and once we enter this and that following Monday is when your coverage will become active and the ID cards are sent one to two weeks from that activation date. One to two weeks from... what today's date is? Today is the 11th. Today is the 11th, so I will get it by 27th or 25th? I can't give you... I can't give you a specific date 'cause it's really up to whenever surge make that deduction happen. It's okay. Um, so I just wanna verify your address. So 629 Rose Lane? Yeah, Bartlett, Illinois 60103 zip code. Okay. All right. W- was there anything else I can help you with today, Mr. Shallow? Uh, Celso. Oh, Celso. Celso. Okay. Everything is fine. I think I... I've... everything I need to ask you, y- you, you already answered it. Thank you for helping me for getting a medi- um, a medical and dental coverage. No problem. Thank you. It's no problem. No problem, sir. So I do wanna let you know that once your coverage becomes active if you wanted a physical medical card, you wanna call and request it once you... your coverage is active otherwise it's only sent via email. Via email? Can I... when can I get the card? So the card comes one to two weeks after your coverage becomes active. Okay. I will just wait for the card because I need the... maybe by two weeks my prescription will need to refill. Uh, so I need to report- Yes, so- ... to my doctor. Yeah, so once your coverage becomes active you wanna call and request a, a physical ID card if you wanted a physical. Otherwise, it's only sent via email. So next week's my paycheck will be on Friday so I'll be... you will start deducting that medical cov- and dental coverage on my paycheck? No, s-... so, uh, they'll start deducting once surge makes that deduction. It's totally up to whenever surge make those deductions happen. Okay, I got it. Thank you. No problem. You have a great weekend, man. Thanks for calling Benefits with a Card. Okay. What is the name of your insurance? Pardon, can you repeat again? Say that again, sir? What the name... what is the name of the company? So the carrier is- Ameri- So your carrier is, is American Public Life and 90 Degree Benefits. 90 Degrees Benefit? So it's Am- American Public Life and 90 Degree Benefits. Okay, thank you. No problem, Mr. Celso. You have a great weekend.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Uh, hello there. This is Celso Figueroa. I'm a employee of Sarge's Stopping Network. Is this the one who provide the insurance, health insurance for the Sarge, uh, employee?

Speaker speaker_0: You s- so you want to cancel your insurance or you want to get enrolled?

Speaker speaker_1: No, I just want to know how... Do I get a insurance because I work in Stop Mel.

Speaker speaker_0: So, sir, I will enroll you as a, in their employees with the coverage. What's the last four of your social?

Speaker speaker_1: Uh, 2731.

Speaker speaker_0: I'm sorry, 3731?

Speaker speaker_1: No, 2731.

Speaker speaker_0: First name?

Speaker speaker_1: Celso.

Speaker speaker_0: Say that again.

Speaker speaker_1: Celso, C-e-l-s-o. You got it?

Speaker speaker_0: Can you spell it one more time for me?

Speaker speaker_1: Uh, C as in cat, E as in egg, L as in lamb, S as in sun, O as in orange.

Speaker speaker_0: Are you a brand new hire?

Speaker speaker_1: Pardon me?

Speaker speaker_0: Are you a brand new hire?

Speaker speaker_1: Yes. I was, uh, hired, uh, two weeks ago.

Speaker speaker_0: Okay, so they hadn't added you in the system. I can add you in the system and then I can get you enrolled if you want to.

Speaker speaker_1: How much do, do I pay for the insurance for by week, for every week?

Speaker speaker_0: It's every week?

Speaker speaker_1: Yeah. Alltogether, in a month, how much do you charge for the health insurance?

Speaker speaker_0: So it depends. The prices vary depending on what you get enrolled into.

Speaker speaker_1: Okay.

Speaker speaker_0: I just need one moment.

Speaker speaker_1: Just give me the basic, the basic one. The one for the medis- for my medicine and the dental cleaning the files.

Speaker speaker_0: Right, what's your full social?

Speaker speaker_1: Uh, 341982731.

Speaker speaker_0: You said 341982731?

Speaker speaker_1: That's correct.

Speaker speaker_0: Can I have you spell your first name again?

Speaker speaker_1: C as in cat, E as in egg, L as in lamb, S as in sun, O as in orange. Last name Figueroa, F-I-G-U-E-R-O-A.

Speaker speaker_0: Can you spell it slower please?

Speaker speaker_1: Uh, last name?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: F as in frank, I as in igloo, G as in god, U as in umbrella, E as in egg, S as, L as in Rolex, O as in orange, and A as in apple.

Speaker speaker_0: What was after the R? You said F-I-G-U-E-R-

Speaker speaker_1: O as in orange and A as in apple.

Speaker speaker_0: Thank you. Address? Your address, sir?

Speaker speaker_1: Say again?

Speaker speaker_0: Your address?

Speaker speaker_1: Uh, 629 Rose Lane, Bartlett, Illinois 60103.

Speaker speaker_0: Can you spell the city name?

Speaker speaker_1: Uh, Bartlett. Uh, the city? Bart- Bartlett. B-A-R-T-E... No, no. B-A-R-T-L-E double T. Bartlett.

Speaker speaker_0: You said B-A-R-T-E-L-L-E?

Speaker speaker_1: No, B-A-R-T, L as in lamb, E as in egg, and double T as in toy.

Speaker speaker_0: B-A-R-T-L-E-T-T?

Speaker speaker_1: Double... Yeah, T-T. Double T.

Speaker speaker_0: Double P?

Speaker speaker_1: Yeah, Bartlett. ZIP code 60103.

Speaker speaker_0: 6-0-

Speaker speaker_1: 1-0-3.

Speaker speaker_0: Date of birth?

Speaker speaker_1: 8-30-63.

Speaker speaker_0: You said 8-30-63?

Speaker speaker_1: Yes.

Speaker speaker_0: Email?

Speaker speaker_1: Uh, quantumboy30@yahoo.com. Q as in queen, U-

Speaker speaker_0: So first name, last name?

Speaker speaker_1: Celso B. Figueroa.

Speaker speaker_0: You said first name, last name... What was the rest?

Speaker speaker_1: My first name and last name?

Speaker speaker_0: No, so your, for your email, so your email's your first name, last name-

Speaker speaker_1: Ah, oh, yeah, yeah. No, no, my, my email is quantum,
Q-U-A-T-U-M-B-O-Y30@yahoo.com.

Speaker speaker_0: You said Q-U-A-T-U-M-

Speaker speaker_1: B-O-Y, boy, 30@yahoo.com.

Speaker speaker_0: Yahoo.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: And your phone number?

Speaker speaker_1: 630-398-7905.

Speaker speaker_0: Okay, uh... All right, and you said you wanted dental and what else?

Speaker speaker_1: Medical, dental and, uh, yeah, just medical and dental only.

Speaker speaker_0: Right, so for medical they offer you three different plans. They offer you the VIP Standard and the VIP Classic-Both of these plans cover doctors, hospitals and prescriptions. Only difference between the two is with the Classic it covers more in the hospital aspect and then they also offer you the MUC Peli Rx which is a preventative care plan that co- that includes like wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventive care services which isn't included in the VIP plan and it also gives you access to FreeRx which is a virtual pharmacy that gives you access to over 800 generic acute and chronic medications along with virtual urgent care appointments.

Speaker speaker_1: I'll just take the, the Standard.

Speaker speaker_0: Thanks. If you-

Speaker speaker_1: How much do you charge me for that?

Speaker speaker_0: The Standard will be \$17.63 and the dental will be \$4.17 bringing you to a total-

Speaker speaker_1: Every week?

Speaker speaker_0: Yes sir, every week.

Speaker speaker_1: Every week?

Speaker speaker_0: So a total of \$21.80 every week.

Speaker speaker_1: Okay, I'll take that. That's fine with me.

Speaker speaker_0: So did you want the preventive care as well 'cause that's not included in the VIP?

Speaker speaker_1: What is the preventive health?

Speaker speaker_0: So it, it includes the FreeRx and the preventive care services.

Speaker speaker_1: How much do you charge for that if I added that?

Speaker speaker_0: That one will be \$16.80 bringing your total to \$36... \$38.60 a week.

Speaker speaker_1: A week? Okay, I'll take that. That's fine. I can do that.

Speaker speaker_0: If you-

Speaker speaker_1: Okay. And how lo- how long will be it be... do you think I can get the card or I can start using it?

Speaker speaker_0: So the enrollment process... the enrollment process takes one to two weeks from whatever date you get enrolled. Once we see that first deduction from your paycheck and once we enter this and that following Monday is when your coverage will become active and the ID cards are sent one to two weeks from that activation date.

Speaker speaker_1: One to two weeks from... what today's date is?

Speaker speaker_0: Today is the 11th.

Speaker speaker_1: Today is the 11th, so I will get it by 27th or 25th?

Speaker speaker_0: I can't give you... I can't give you a specific date 'cause it's really up to whenever surge make that deduction happen.

Speaker speaker_1: It's okay.

Speaker speaker_0: Um, so I just wanna verify your address. So 629 Rose Lane?

Speaker speaker_1: Yeah, Bartlett, Illinois 60103 zip code.

Speaker speaker_0: Okay. All right. W- was there anything else I can help you with today, Mr. Shallow?

Speaker speaker_1: Uh, Celso.

Speaker speaker_0: Oh, Celso. Celso.

Speaker speaker_1: Okay. Everything is fine. I think I... I've... everything I need to ask you, y-you, you already answered it. Thank you for helping me for getting a medi- um, a medical and dental coverage.

Speaker speaker_0: No problem.

Speaker speaker_1: Thank you. It's no problem.

Speaker speaker_0: No problem, sir. So I do wanna let you know that once your coverage becomes active if you wanted a physical medical card, you wanna call and request it once you... your coverage is active otherwise it's only sent via email.

Speaker speaker_1: Via email? Can I... when can I get the card?

Speaker speaker_0: So the card comes one to two weeks after your coverage becomes active.

Speaker speaker_1: Okay. I will just wait for the card because I need the... maybe by two weeks my prescription will need to refill. Uh, so I need to report-

Speaker speaker_0: Yes, so-

Speaker speaker_1: ... to my doctor.

Speaker speaker_0: Yeah, so once your coverage becomes active you wanna call and request a, a physical ID card if you wanted a physical. Otherwise, it's only sent via email.

Speaker speaker_1: So next week's my paycheck will be on Friday so I'll be... you will start deducting that medical cov- and dental coverage on my paycheck?

Speaker speaker_0: No, s-... so, uh, they'll start deducting once surge makes that deduction. It's totally up to whenever surge make those deductions happen.

Speaker speaker_1: Okay, I got it. Thank you.

Speaker speaker_0: No problem. You have a great weekend, man. Thanks for calling Benefits with a Card.

Speaker speaker_1: Okay. What is the name of your insurance? Pardon, can you repeat again?

Speaker speaker_0: Say that again, sir?

Speaker speaker_1: What the name... what is the name of the company?

Speaker speaker_0: So the carrier is-

Speaker speaker_1: Ameri-

Speaker speaker_0: So your carrier is, is American Public Life and 90 Degree Benefits.

Speaker speaker_1: 90 Degrees Benefit?

Speaker speaker_0: So it's Am- American Public Life and 90 Degree Benefits.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem, Mr. Celso. You have a great weekend.