

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Oh, yes, I just got a text message from y'all. What's this about? We're detecting it's a scam. I'm working, sir. Um, called just for the window close about a, uh, bill of rent. What staffing company do you work for? SIRS. That's the..... going out to the new hires with SIRS congratulating them on getting a job and letting them know that they have 30 days to either get enrolled into the health insurance or decline the coverage, or they'll be auto-enrolled into the State Healthy Plan. It's health insurance offered through SIRS. Okay, how much is it? Give me one moment. I'ma have to pull up... Give me one moment. I have to pull up your account. What's, what's the last four of your social? Yeah, sure. 1354. First name? Tracy. You said Tracy? Tracy Henry. T-R-A-C-Y. Okay. For security purposes, can you verify your address and date of birth for me? Uh, it's 208 Kroy Drive, K-R-O-Y, Montgomery, Alabama 36417. And what else you need? Your date of birth. 5/4/75. Thank you. So we got your phone number, 334-313-4148. Yes, sir. And your email is tracybad45@gmail.com? Yes, sir. All right. So the MEC TeleRx Plan will be \$16.80, and that'll be deducted weekly. Okay. It doesn't go to like, um, doctors and stuff with it? So that's good for, like, wellness checks, physicals, vaccinations, cancer screenings, pap smears, mammograms for women, any preventative care services. It doesn't include doctors or hospitals. Okay. But they do offer you more plans that does cover doctors and hospitals. They do? Yes, ma'am. Okay. I already have had to pay a mammogram and all that stuff, so, um... You mean decline the coverage screen? But what is, like... What is it like going to UAB to the doctor? I wouldn't be able to answer specific questions 'cause we're not a carrier. We're just a plan administrator for health insurance with staffing companies. Okay, yeah, I fell for that right there. Okay. All right. I got that declined for you, Ms. Henry. Was there anything else I can help you with today? No, sir. I appreciate your help very much. No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Oh, yes, I just got a text message from y'all. What's this about?

Speaker speaker_0: We're detecting it's a scam.

Speaker speaker_1: I'm working, sir. Um, called just for the window close about a, uh, bill of rent.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: SIRS.

Speaker speaker_0: That's the..... going out to the new hires with SIRS congratulating them on getting a job and letting them know that they have 30 days to either get enrolled into the health insurance or decline the coverage, or they'll be auto-enrolled into the State Healthy Plan. It's health insurance offered through SIRS.

Speaker speaker_1: Okay, how much is it?

Speaker speaker_0: Give me one moment. I'ma have to pull up... Give me one moment. I have to pull up your account. What's, what's the last four of your social?

Speaker speaker_1: Yeah, sure. 1354.

Speaker speaker_0: First name?

Speaker speaker_1: Tracy.

Speaker speaker_0: You said Tracy?

Speaker speaker_1: Tracy Henry. T-R-A-C-Y.

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

Speaker speaker_1: Uh, it's 208 Kroy Drive, K-R-O-Y, Montgomery, Alabama 36417. And what else you need?

Speaker speaker_0: Your date of birth.

Speaker speaker_1: 5/4/75.

Speaker speaker_0: Thank you. So we got your phone number, 334-313-4148.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And your email is tracybad45@gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right. So the MEC TeleRx Plan will be \$16.80, and that'll be deducted weekly.

Speaker speaker_1: Okay. It doesn't go to like, um, doctors and stuff with it?

Speaker speaker_0: So that's good for, like, wellness checks, physicals, vaccinations, cancer screenings, pap smears, mammograms for women, any preventative care services. It doesn't include doctors or hospitals.

Speaker speaker_1: Okay.

Speaker speaker_0: But they do offer you more plans that does cover doctors and hospitals.

Speaker speaker_1: They do?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. I already have had to pay a mammogram and all that stuff, so, um...

Speaker speaker_0: You mean decline the coverage screen?

Speaker speaker_1: But what is, like... What is it like going to UAB to the doctor?

Speaker speaker_0: I wouldn't be able to answer specific questions 'cause we're not a carrier. We're just a plan administrator for health insurance with staffing companies.

Speaker speaker_1: Okay, yeah, I fell for that right there.

Speaker speaker_0: Okay. All right. I got that declined for you, Ms. Henry. Was there anything else I can help you with today?

Speaker speaker_1: No, sir. I appreciate your help very much.

Speaker speaker_0: No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you.