

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Cart. This is Malcolm. How can I help you? Yes, Michael. I'm calling about, what, what type of benefits are this? 'Cause they say I am enrolled. I'm trying to figure out what, what's this all about. What staffing company do you work for? Wagner. So, you received a text message? Yes. What does the text message say? Oh, let me, let me read it to you. You hear me? Yes, sir. It says, "Welcome to Wagner. You have been enrolled in the MC plan, MCE... MTC plan the day after your first check." And it said call this number. So that's the automatic text that goes out to new hires congratulating them on getting a job with Wagner and letting them know that they have 30 days to either get enrolled or decline the coverage, or they'll be auto-enrolled into the health insurance offered through Wagner. Oh, it's auto-enroll? Yes, sir. You, you can decline it if you would like. So what type of plan... Okay, what type of plan is it? So the MEC plan is a preventative care plan. It'd be good for, like, wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. Oh, so it's not like going to the doctor or nothing, you know, just go to the doctor I mean, you have that... ...so, you know. You have the option to get enrolled in those plans, but the one that they auto-enroll you into is the plan that I described. So do... Okay, how much is that if they auto-enroll me? Um, I would have to pull it up. What's, what's the last four of your social? 2116. First name? Calvin. Last name? Bowers. For security purposes, can you verify your address and date of birth for me? Uh, it's 114 Sony Drive, birthday is 7/8/69. And city, state, zip code? Uh, uh, Georgia, 31093. So the MEC standalone is four... It'd be \$14.01. Okay. So I have to wait a month, go ahead and do that? No, sir, you can get enrolled right now if you wanted to. So if I get, you know, get, get... you know, if I have a cold or something, I can go to my MedStop and then they'll pay for it? I wouldn't be able to tell you what's covered directly because we're not the carrier, but I can tell you- Oh, okay. ...it is a preventative care service. Okay, okay. So if I be there a month, they automatically enroll me and they'll send me a card and information, everything what I need, right? Yes, sir. You also have the options to get enrolled into your own, your own plan if you would like. Okay. So I have a month to do that, right? Let's see. So you guys are in open enrollment until February 1st. Okay. Do you have, do you have the plans now, this, this regular basic insurance plan you can tell me about? I can send you a benefits guide. Is that what you need? Yes, because, yeah, I just want to know how much it be for the, just a regular basic plan. I don't want the... Like, that I just need the regular basic plan. If I, you know, if I need to go see, you know, MedStop or go to the, you know, doctor, whatever. I don't... Yeah. Actually, I would... With the benefits guide, you'll be able to see all the plans and what they, what they have to offer. And they'll tell me how much it is every week or whatever they take out check? Yes, sir. Okay, can you send me that? Yes, sir. I already, I've already sent it to your email. All right, I sure

appreciate it, man. No problem, Mr. Calvin. Was there anything else I can help you with today? Oh, that'll be it. Thanks for calling Benefits in the Cart. Oh, did you want me to decline the auto-enrollment or did you want to pick your own options? Um, well, it won't start until, you know, it'd be a month, right? No, so you're... It starts from... You get auto-enrolled from the date of your first pay. So your, your... It looks like yours is from 12/16/'24. So you have 30 days, 'cause you do have your own personal open enrollment period, which is 30 days from the date you receive your first paycheck. If you do not decline the coverage, they'll get you an au- auto-enrolled into their MEC plan. So they already started me. Are they gonna send me a card or what the information that what's there, you know, enrolled in- They haven't, they haven't, they haven't been sent this yet. It happens within the first 30 days. Okay, okay. Yes, I'll just leave it like that. Right, so you don't want to decline it? No. You said how much it is? It would be \$14.01. Okay. I, I... 'Cause, I mean... No, you can keep that. I mean, you ain't got to cancel it. Right. Well, was there anything else I could help you with today, Mr. Bowers? That's it. Thanks for calling Benefits- Oh, another thing. I can go... Can I go online or whatever, I mean, whatever you said, ask me what they, what they covering on that auto-enroll? Where do I need to go up under benefits on the website? Yes, sir. You would go to mybiac.com. Okay, I got you. And, um- /Wagner. Okay. All right, I, I got you. I just got to, um, go ahead and, um, put my name in the system or whatever and they tell me everything. Well, was there anything else I could help you with today, Mr. Bowers? That's it. Good. Thanks for calling Benefits in the Cart. I hope you have a great rest of your day. 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: Thanks for calling Benefits in the Cart. This is Malcolm. How can I help you?

Speaker speaker_2: Yes, Michael. I'm calling about, what, what type of benefits are this? 'Cause they say I am enrolled. I'm trying to figure out what, what's this all about.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Wagner.

Speaker speaker_1: So, you received a text message?

Speaker speaker_2: Yes.

Speaker speaker_1: What does the text message say?

Speaker speaker_2: Oh, let me, let me read it to you. You hear me?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: It says, "Welcome to Wagner. You have been enrolled in the MC plan, MCE... MTC plan the day after your first check." And it said call this number.

Speaker speaker_1: So that's the automatic text that goes out to new hires congratulating them on getting a job with Wagner and letting them know that they have 30 days to either get enrolled or decline the coverage, or they'll be auto-enrolled into the health insurance offered through Wagner.

Speaker speaker_2: Oh, it's auto-enroll?

Speaker speaker_1: Yes, sir. You, you can decline it if you would like.

Speaker speaker_2: So what type of plan... Okay, what type of plan is it?

Speaker speaker_1: So the MEC plan is a preventative care plan. It'd be good for, like, wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services.

Speaker speaker_2: Oh, so it's not like going to the doctor or nothing, you know, just go to the doctor

Speaker speaker_3: I mean, you have that...

Speaker speaker_2: ...so, you know.

Speaker speaker_3: You have the option to get enrolled in those plans, but the one that they auto-enroll you into is the plan that I described.

Speaker speaker_2: So do... Okay, how much is that if they auto-enroll me?

Speaker speaker_3: Um, I would have to pull it up. What's, what's the last four of your social?

Speaker speaker_2: 2116.

Speaker speaker_3: First name?

Speaker speaker_2: Calvin.

Speaker speaker_3: Last name?

Speaker speaker_2: Bowers.

Speaker speaker_3: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Uh, it's 114 Sony Drive, birthday is 7/8/69.

Speaker speaker_3: And city, state, zip code?

Speaker speaker_2: Uh, uh, Georgia, 31093.

Speaker speaker_3: So the MEC standalone is four... It'd be \$14.01.

Speaker speaker_2: Okay. So I have to wait a month, go ahead and do that?

Speaker speaker_3: No, sir, you can get enrolled right now if you wanted to.

Speaker speaker_2: So if I get, you know, get, get... you know, if I have a cold or something, I can go to my MedStop and then they'll pay for it?

Speaker speaker_3: I wouldn't be able to tell you what's covered directly because we're not the carrier, but I can tell you-

Speaker speaker_2: Oh, okay.

Speaker speaker_3: ...it is a preventative care service.

Speaker speaker_2: Okay, okay. So if I be there a month, they automatically enroll me and they'll send me a card and information, everything what I need, right?

Speaker speaker_3: Yes, sir. You also have the options to get enrolled into your own, your own plan if you would like.

Speaker speaker_2: Okay. So I have a month to do that, right?

Speaker speaker_3: Let's see. So you guys are in open enrollment until February 1st.

Speaker speaker_2: Okay. Do you have, do you have the plans now, this, this regular basic insurance plan you can tell me about?

Speaker speaker_3: I can send you a benefits guide. Is that what you need?

Speaker speaker_2: Yes, because, yeah, I just want to know how much it be for the, just a regular basic plan. I don't want the... Like, that I just need the regular basic plan. If I, you know, if I need to go see, you know, MedStop or go to the, you know, doctor, whatever. I don't... Yeah.

Speaker speaker_3: Actually, I would... With the benefits guide, you'll be able to see all the plans and what they, what they have to offer.

Speaker speaker_2: And they'll tell me how much it is every week or whatever they take out check?

Speaker speaker_3: Yes, sir.

Speaker speaker_2: Okay, can you send me that?

Speaker speaker_3: Yes, sir. I already, I've already sent it to your email.

Speaker speaker_2: All right, I sure appreciate it, man.

Speaker speaker_3: No problem, Mr. Calvin. Was there anything else I can help you with today?

Speaker speaker_2: Oh, that'll be it.

Speaker speaker_3: Thanks for calling Benefits in the Cart. Oh, did you want me to decline the auto-enrollment or did you want to pick your own options?

Speaker speaker_2: Um, well, it won't start until, you know, it'd be a month, right?

Speaker speaker_3: No, so you're... It starts from... You get auto-enrolled from the date of your first pay. So your, your... It looks like yours is from 12/16/'24. So you have 30 days, 'cause you do have your own personal open enrollment period, which is 30 days from the date you receive your first paycheck. If you do not decline the coverage, they'll get you an auto-enrolled into their MEC plan.

Speaker speaker_2: So they already started me. Are they gonna send me a card or what the information that what's there, you know, enrolled in-

Speaker speaker_3: They haven't, they haven't, they haven't been sent this yet. It happens within the first 30 days.

Speaker speaker_2: Okay, okay. Yes, I'll just leave it like that.

Speaker speaker_3: Right, so you don't want to decline it?

Speaker speaker_2: No. You said how much it is?

Speaker speaker_3: It would be \$14.01.

Speaker speaker_2: Okay. I, I... 'Cause, I mean... No, you can keep that. I mean, you ain't got to cancel it.

Speaker speaker_3: Right. Well, was there anything else I could help you with today, Mr. Bowers?

Speaker speaker_2: That's it.

Speaker speaker_3: Thanks for calling Benefits-

Speaker speaker_2: Oh, another thing. I can go... Can I go online or whatever, I mean, whatever you said, ask me what they, what they covering on that auto-enroll? Where do I need to go up under benefits on the website?

Speaker speaker_3: Yes, sir. You would go to mybiac.com.

Speaker speaker_2: Okay, I got you. And, um-

Speaker speaker_3: /Wagner.

Speaker speaker_2: Okay. All right, I, I got you. I just got to, um, go ahead and, um, put my name in the system or whatever and they tell me everything.

Speaker speaker_3: Well, was there anything else I could help you with today, Mr. Bowers?

Speaker speaker_2: That's it.

Speaker speaker_3: Good. Thanks for calling Benefits in the Cart. I hope you have a great rest of your day.

Speaker speaker_2: All right, thank you.

Speaker speaker_3: No problem.