

## **Transcript: Malcolm**

**Nash-5847391917785088-4749022398988288**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. This is, um, Benefits Center. Hi, this is Malcolm. How can I help you? Yes, this is Monique Hounds calling. I was calling about the enrollment and the healthcare program. What staffing company you working for? HBC. Can I ask for your social? 2419. Last name? Kyles. Okay. For security purposes, can you verify your address and date of birth for me? 509 Northwest Harbor Boulevard, Apartment 305, Albany, Georgia, 31707. And your date of birth? 7/2/80. Thank you. So we got your phone number 229-352-0887? Correct. And your email is nikiaalexander43@yahoo.com? Yes, it's nikiaalexander43@yahoo.com. How can I help you today, Ms. Kyles? Good. So I was calling about, I need some information on your health insurance. You said you needed some information on the health insurance? Yeah, before I enroll in it. Mm-hmm. How can I help you? Just so you know, I do have limited information because we're not a carrier. How much is it to add health coverage? So they offer you two different plans... well, four different plans for medical. We got the VIP+ and the VIP Prime. Both of those cover doctors, hospitals, and prescriptions. The VIP+ is \$31.71. The Prime is \$43.41. They also offer you the MBC TeleRx which is a preventative care plan that's good for wellness checks, physicals, uh, uh, vaccinations, cancer screenings, pap smears and mammograms for women, any preventive care services. That is not included in the VIP plan. And then they offer you MBC Enhanced which can combine the preventative care with the VIP plan. Mm. How much is that? Hello? Okay. And how much is that? Hello? What's that? Yeah, I was asking how much is that, that last plan? Are you there, Ms. Kyles? Yes, I'm here. I was ask, how much is that last plan that you was talking about? Hello? Man. Hello? Hello?

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: This is, um, Benefits Center. Hi, this is Malcolm. How can I help you?

Speaker speaker\_2: Yes, this is Monique Hounds calling. I was calling about the enrollment and the healthcare program.

Speaker speaker\_1: What staffing company you working for?

Speaker speaker\_2: HBC.

Speaker speaker\_1: Can I ask for your social?

Speaker speaker\_2: 2419.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Kyles.

Speaker speaker\_1: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: 509 Northwest Harbor Boulevard, Apartment 305, Albany, Georgia, 31707.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 7/2/80.

Speaker speaker\_1: Thank you. So we got your phone number 229-352-0887?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And your email is nikialexander43@yahoo.com?

Speaker speaker\_2: Yes, it's nikialexander43@yahoo.com.

Speaker speaker\_1: How can I help you today, Ms. Kyles?

Speaker speaker\_2: Good. So I was calling about, I need some information on your health insurance.

Speaker speaker\_1: You said you needed some information on the health insurance?

Speaker speaker\_2: Yeah, before I enroll in it.

Speaker speaker\_1: Mm-hmm. How can I help you? Just so you know, I do have limited information because we're not a carrier.

Speaker speaker\_2: How much is it to add health coverage?

Speaker speaker\_1: So they offer you two different plans... well, four different plans for medical. We got the VIP+ and the VIP Prime. Both of those cover doctors, hospitals, and prescriptions. The VIP+ is \$31.71. The Prime is \$43.41. They also offer you the MBC TeleRx which is a preventative care plan that's good for wellness checks, physicals, uh, uh, vaccinations, cancer screenings, pap smears and mammograms for women, any preventive care services. That is not included in the VIP plan. And then they offer you MBC Enhanced which can combine the preventative care with the VIP plan.

Speaker speaker\_2: Mm. How much is that?

Speaker speaker\_1: Hello?

Speaker speaker\_2: Okay. And how much is that? Hello?

Speaker speaker\_1: What's that?

Speaker speaker\_2: Yeah, I was asking how much is that, that last plan?

Speaker speaker\_1: Are you there, Ms. Kyles?

Speaker speaker\_2: Yes, I'm here. I was ask, how much is that last plan that you was talking about?

Speaker speaker\_1: Hello?

Speaker speaker\_2: Man. Hello? Hello?