

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Yes, could... Oh, this... Afternoon. Good afternoon. My name is Gail Aho. I work with Crown Staffing and I just got a text messages about enrolling in my benefits. What does it take to make a spay, ma'am? I'm sorry? What did it take to make a spay? Uh, call this number and enroll or make changes before your window, uh, window closes. All right. What's the last four of your social? 2144. First name. Oh, you said Gail. I got you. Uh, for security purposes, can you verify your address and date of birth for me? The address is 10729 Vigo Road in Baghdad, Kentucky 40003. And you said date of birth? Yes, ma'am. 5/28/65. Thank you. So we got your phone number as 717-507-5048. That's correct. And the email is gailaho@comcast.net? That's also correct. Do you... Let's see. You want to get enrolled in coverage or you just responded to the text message? No, I'd like to get enrolled please. All right. What type of coverage were you wanting to get enrolled into? Uh, what is the best medical coverage and what does it cost per week for an individual? So I wouldn't be able to make any recommendations unfortunately. So they do offer you four different medical 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 offers you more in the hospital benefit. Then they also offer you the NEC TeleRx, which isn't included in the VIP plan. It's good for like wellness checks, physicals, vaccinations, cancer screenings. Pap smears and mammograms for women, any preventative care services. And it does give you access to FreeRx, which gives you access to over 800 acute and chronic medications. And then you have the NEC Enhanced, which combines the preventative care with the VIP plan. Okay. I want the VIP, the better one, one that covers more, not the Classic, the other one. Mm-hmm. And whatever add-on is available to that, the one with the prescriptions, et cetera. So you want the preventative care and the VIP Classic? Not the Classic, the other one. So Classic is the higher one of the two. Oh, okay. Yes. Then I want that one and the preventative plan. Mm-hmm. What else are you interested in? Uh, dental and vision. All right. And I just need to know what that costs per week. That'd be \$40.20 a week. Okay. Am I offered the option of short-term disability? Okay. That'd be another \$3.82. Yep. Want that too. And what else is offered? So outside what you selected, you got the virtual primary care, life insurance, critical illness, group accident, behavior health, and the ID experts. Um... I got medical, dental and vision, short-term disability, and what was the other ones? I'm sorry. No, you're fine. So the ones you didn't pick is the FreeRx and virtual primary care, the life insurance, the critical illness, the group accident, behavior health, and the ID experts. Okay. I want the prescription thing. The first one you said. So you wanna add on the virtual primary care for FreeRx? Yeah. All right. And what else? And how much is that a week? That'd be \$50.01. That's in addition to everything else? Mm-hmm. I'll forget that. Oh no, not... No, though. The FreeRx, that's the,

that's in total, \$50.01 for everything that you already selected after adding the FreeRx primary care. Okay. So my total is 50. Okay. Mm-hmm. Um... Yeah, that sounds good. Let's stop there. All right. So with those plans selected, your total will be \$50.01. Do you authorize your employer to make these deductions? I do. Yeah. And what... when will this become effective? So the enrollment process does take one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards are sent one to two weeks from the activation date. Okay. So what... Um, the activation date is the same as the effective date or does it backdate to the beginning of the month or does it go to the month ahead? So it, it's one to two weeks from whenever you got enrolled. So you got enrolled today, it'll take one to two weeks from today typically. It's really up to whenever Crown makes that first deduction happen. Okay. And once... So once you see that first deduction from your paycheck, then that following Monday is when your coverage will become active. Okay. Perfect. Thank you so much for your help. No problem. No problem, Ms. Gail. Was there anything else I can help you with today? No, that's everything. Thanks again. No problem. Thanks for calling Benefits in the Car. Hope you have a great rest of your week. Thank you. You too. Bye-bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Yes, could... Oh, this... Afternoon. Good afternoon. My name is Gail Aho. I work with Crown Staffing and I just got a text messages about enrolling in my benefits.

Speaker speaker_0: What does it take to make a spay, ma'am?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: What did it take to make a spay?

Speaker speaker_1: Uh, call this number and enroll or make changes before your window, uh, window closes.

Speaker speaker_0: All right. What's the last four of your social?

Speaker speaker_1: 2144.

Speaker speaker_0: First name. Oh, you said Gail. I got you. Uh, for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: The address is 10729 Vigo Road in Baghdad, Kentucky 40003. And you said date of birth?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: 5/28/65.

Speaker speaker_0: Thank you. So we got your phone number as 717-507-5048.

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email is gailaho@comcast.net?

Speaker speaker_1: That's also correct.

Speaker speaker_0: Do you... Let's see. You want to get enrolled in coverage or you just responded to the text message?

Speaker speaker_1: No, I'd like to get enrolled please.

Speaker speaker_0: All right. What type of coverage were you wanting to get enrolled into?

Speaker speaker_1: Uh, what is the best medical coverage and what does it cost per week for an individual?

Speaker speaker_0: So I wouldn't be able to make any recommendations unfortunately. So they do offer you four different medical 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 offers you more in the hospital benefit. Then they also offer you the NEC TeleRx, which isn't included in the VIP plan. It's good for like wellness checks, physicals, vaccinations, cancer screenings. Pap smears and mammograms for women, any preventative care services. And it does give you access to FreeRx, which gives you access to over 800 acute and chronic medications. And then you have the NEC Enhanced, which combines the preventative care with the VIP plan.

Speaker speaker_1: Okay. I want the VIP, the better one, one that covers more, not the Classic, the other one.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And whatever add-on is available to that, the one with the prescriptions, et cetera.

Speaker speaker_0: So you want the preventative care and the VIP Classic?

Speaker speaker_1: Not the Classic, the other one.

Speaker speaker_0: So Classic is the higher one of the two.

Speaker speaker_1: Oh, okay. Yes. Then I want that one and the preventative plan.

Speaker speaker_0: Mm-hmm. What else are you interested in?

Speaker speaker_1: Uh, dental and vision.

Speaker speaker_0: All right.

Speaker speaker_1: And I just need to know what that costs per week.

Speaker speaker_0: That'd be \$40.20 a week.

Speaker speaker_1: Okay. Am I offered the option of short-term disability?

Speaker speaker_0: Okay. That'd be another \$3.82.

Speaker speaker_1: Yep. Want that too. And what else is offered?

Speaker speaker_0: So outside what you selected, you got the virtual primary care, life insurance, critical illness, group accident, behavior health, and the ID experts.

Speaker speaker_1: Um... I got medical, dental and vision, short-term disability, and what was the other ones? I'm sorry.

Speaker speaker_0: No, you're fine. So the ones you didn't pick is the FreeRx and virtual primary care, the life insurance, the critical illness, the group accident, behavior health, and the ID experts.

Speaker speaker_1: Okay. I want the prescription thing. The first one you said.

Speaker speaker_0: So you wanna add on the virtual primary care for FreeRx?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. And what else?

Speaker speaker_1: And how much is that a week?

Speaker speaker_0: That'd be \$50.01.

Speaker speaker_1: That's in addition to everything else?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I'll forget that.

Speaker speaker_0: Oh no, not... No, though. The FreeRx, that's the, that's in total, \$50.01 for everything that you already selected after adding the FreeRx primary care.

Speaker speaker_1: Okay. So my total is 50. Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um... Yeah, that sounds good. Let's stop there.

Speaker speaker_0: All right. So with those plans selected, your total will be \$50.01. Do you authorize your employer to make these deductions?

Speaker speaker_1: I do.

Speaker speaker_0: Yeah.

Speaker speaker_1: And what... when will this become effective?

Speaker speaker_0: So the enrollment process does take one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards are sent one to two weeks from the activation date.

Speaker speaker_1: Okay. So what... Um, the activation date is the same as the effective date or does it backdate to the beginning of the month or does it go to the month ahead?

Speaker speaker_0: So it, it's one to two weeks from whenever you got enrolled. So you got enrolled today, it'll take one to two weeks from today typically. It's really up to whenever Crown makes that first deduction happen.

Speaker speaker_1: Okay.

Speaker speaker_0: And once... So once you see that first deduction from your paycheck, then that following Monday is when your coverage will become active.

Speaker speaker_1: Okay. Perfect. Thank you so much for your help.

Speaker speaker_0: No problem. No problem, Ms. Gail. Was there anything else I can help you with today?

Speaker speaker_1: No, that's everything. Thanks again.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Car. Hope you have a great rest of your week.

Speaker speaker_1: Thank you. You too. Bye-bye.

Speaker speaker_0: Thank you. Bye.