

Transcript: Malcolm

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Full Transcript

Thanks. I'm gonna fix that. All right. Can I help you? Uh, yes, this is Malcolm? Yes, sir. Yes, sir. My name is Wesley Reid, and I'm calling to check on some en- some benefits for my work. You wanted, you said, to check on some benefits from your work? Yeah. Um, yeah, um, I was called back to the cable factory, and, uh, I needed to, um, check on the, uh, benefits I have enrolled- enrolled into, and to see- Uh, what staffing company? Huh? What staffing company do you work for? Uh, Focus. What's the last four of your social? Um, 6991. First name? Wesley. Last name? It's spelled R-E-I-D, Reid. All right. For security purposes, can you verify your address and date of birth for me? Uh, yeah. Address, 3300 Delaware Street in Paducah. And it's... You said my birthdate? Yes, sir. Um, June 13, 1984. Thank you. You got your phone number 270-554-8808? Uh, yes. And your email is ky.bluebird84@gmail.com? That is correct. Thank you. Hi. How can I help you today? Is everything pulled up? Because, uh, I want to make sure that my benefits for... That I enrolled into when I first got the call back. I think I was called back about a month ago. And I can't see where it stands to get my card. So, basically, you have... The group accident covers the critical illness and the life insurance. There's no ID cards for either one of those. How come? H- how come this morning? Say that again? How come? Just... Just they're... They're all usually something you would just call the carrier, and they will be able to walk you through that process. Your life insurance, there wouldn't be an ID card for that. The critical illness, there's no ID card for that, and the group accident, there wouldn't be. Um, I can give you the carrier's phone number directly and they'll probably be able to answer that question better for you, 'cause we're not the carrier. We're just the plan administrator. We just get you enrolled or unenrolled from the coverage. That'd be perfect. Do you have... Do you have it? Do you have it? Say that again, sir? Yeah, do you know how far you are here on your call? Yes, sir. Whenever you're ready, I can give you their phone number. Yeah. I got it. Yeah. All right. So then number is 1-800... Okay. ... 256... ... 256. ... 8606. And you want to hit option four to speak with a representative. And who is this again? American Public Life. They're your carrier for your group accident, your critical illness, and your life insurance. Oh. That's for life insurance and my anim- and the medical? So you don't have any medical coverage. All you have is the group accident, the critical illness, and the life insurance. What about the health insurance? So you don't have... You didn't even enroll in any health insurance. I know I did. Let's see. I swore I had to. I got the highest point for that card when I... You know, when I was doing the paperwork. Let me see. Yeah. Hmm. Yes, so it looks like you call... It looks like an eligibility review, I think, was on, uh, 4/14. Hold on. Do you mind if I put you on a brief hold? No, that's fine. Thank you. Are you there, Mr. Reeds? Uh, yes, sir. All right. So yeah, you're not- you're not enrolled in any medical plans but I can get you enrolled back into the VIP Standard and NEC TeleRx plan. Oh, you can? Yes. That you had in the past. Yes, sir. Yeah, I guess I better. All right. So that would make your

price go up from... So right now, your premium... Give me one moment. Your premium is \$6.00, \$6.63. Add in the medical plans, it'll make it go up to \$43.39 that be taken out weekly. How much? So it'll go up to, from \$6.63 to \$43.39 adding both medical plans. Um, I feel like I'm just a little confused. Am I getting over \$100? Say that again, sir? What's the price... Uh, I'm just trying to understand how much the big one compares to the other. I'm sorry. Okay. So right now, you only have the group accident, the critical illness, and the life insurance. Those are the only plans that you're enrolled into. And right now you're only paying- Ah. ... \$6.63. I'm going to reinstate the NEC TeleRx, which is a preventative care plan that's good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative services. And it includes FreeRx, which is a virtual pharmacy that gives you access to over 800 generic acute and chronic medications along with virtual urgent care appointments. And then I'm reinstating the VIP Standard which covers doctors, hospitals and prescriptions. And with those plans added, it'll go from \$6.63 to \$43.39. Oh, okay. I tell you what, that'd be okay. Yeah. Okay. So it will take one to two weeks for those changes to happen. You may still see the deducted \$1.63 for one or two more weeks. But after two weeks, you should see the new total of \$43.39. And once you see those new totals, if you want to call back that following Monday when those changes become active and request your ID card to be sent physically, you can do that. Otherwise, it's only going to be sent via email. I can get the cards by email? Typically they're sent by email but if you want a physical copy, you have to call and request it once the coverage becomes active. Do I just call you? Yes, sir. Okay. All right. All right. Well, was there anything else I can help you with today, Mr. Reed? So as of today, I'll get re-enrolled. Okay. And, uh, just hear back from you in two weeks. Typically, it takes one to two weeks for the change to happen. Yes, sir. Okay. Well, thanks, Michael. Sorry about that. No problem. Thanks for... Thanks for... Try helping me out. No problem, Mr. Reed. Was there anything else I can help you with today? No, I just wanted to take care of that really. I appreciate it. No problem, Mr. Reed. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week. Hey, question. Yes, sir. Um, did you, did you say it was... I got the life insurance? Say that again? You said I do got the life insurance, correct? Yes, sir. Okay. And, well, other than life insurance, what else do I have coming? I, I just want to make sure. So you have the group accident, which covers if you got hurt outside of work and you needed some assistance. And then you have the critical illness, which is for like if you call... If you, uh, you got diagnosed with cancer or one of those type of illnesses that's a long term. Takes a long time coming on you. I gotcha. And those three are the 6.63, correct? Yes, sir. Yes, sir. Okay. Okay. All right. Well, I'm not coming back then. I'll write you the, the figure. No problem, Mr. Reed. You have a great rest of your day, man. Okay. All right.

Conversation Format

Speaker speaker_0: Thanks. I'm gonna fix that.

Speaker speaker_1: All right.

Speaker speaker_0: Can I help you?

Speaker speaker_2: Uh, yes, this is Malcolm?

Speaker speaker_0: Yes, sir.

Speaker speaker_2: Yes, sir. My name is Wesley Reid, and I'm calling to check on some en- some benefits for my work.

Speaker speaker_0: You wanted, you said, to check on some benefits from your work?

Speaker speaker_2: Yeah. Um, yeah, um, I was called back to the cable factory, and, uh, I needed to, um, check on the, uh, benefits I have enrolled- enrolled into, and to see-

Speaker speaker_0: Uh, what staffing company?

Speaker speaker_2: Huh?

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_2: Uh, Focus.

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

Speaker speaker_2: Um, 6991.

Speaker speaker_0: First name?

Speaker speaker_2: Wesley.

Speaker speaker_0: Last name?

Speaker speaker_2: It's spelled R-E-I-D, Reid.

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

Speaker speaker_2: Uh, yeah. Address, 3300 Delaware Street in Paducah. And it's... You said my birthdate?

Speaker speaker_0: Yes, sir.

Speaker speaker_2: Um, June 13, 1984.

Speaker speaker_0: Thank you. You got your phone number 270-554-8808?

Speaker speaker_2: Uh, yes.

Speaker speaker_0: And your email is ky.bluebird84@gmail.com?

Speaker speaker_2: That is correct.

Speaker speaker_0: Thank you. Hi. How can I help you today?

Speaker speaker_2: Is everything pulled up? Because, uh, I want to make sure that my benefits for... That I enrolled into when I first got the call back. I think I was called back about a month ago. And I can't see where it stands to get my card.

Speaker speaker_0: So, basically, you have... The group accident covers the critical illness and the life insurance. There's no ID cards for either one of those.

Speaker speaker_2: How come? H- how come this morning?

Speaker speaker_0: Say that again?

Speaker speaker_2: How come? Just...

Speaker speaker_0: Just they're... They're all usually something you would just call the carrier, and they will be able to walk you through that process. Your life insurance, there wouldn't be an ID card for that. The critical illness, there's no ID card for that, and the group accident, there wouldn't be. Um, I can give you the carrier's phone number directly and they'll probably be able to answer that question better for you, 'cause we're not the carrier. We're just the plan administrator. We just get you enrolled or unenrolled from the coverage.

Speaker speaker_2: That'd be perfect. Do you have... Do you have it? Do you have it?

Speaker speaker_0: Say that again, sir?

Speaker speaker_2: Yeah, do you know how far you are here on your call?

Speaker speaker_0: Yes, sir. Whenever you're ready, I can give you their phone number.

Speaker speaker_2: Yeah. I got it. Yeah.

Speaker speaker_0: All right. So then number is 1-800...

Speaker speaker_2: Okay.

Speaker speaker_0: ... 256...

Speaker speaker_2: ... 256.

Speaker speaker_0: ... 8606. And you want to hit option four to speak with a representative.

Speaker speaker_2: And who is this again?

Speaker speaker_0: American Public Life. They're your carrier for your group accident, your critical illness, and your life insurance.

Speaker speaker_2: Oh. That's for life insurance and my anim- and the medical?

Speaker speaker_0: So you don't have any medical coverage. All you have is the group accident, the critical illness, and the life insurance.

Speaker speaker_2: What about the health insurance?

Speaker speaker_0: So you don't have... You didn't even enroll in any health insurance.

Speaker speaker_2: I know I did.

Speaker speaker_0: Let's see.

Speaker speaker_2: I swore I had to. I got the highest point for that card when I... You know, when I was doing the paperwork.

Speaker speaker_0: Let me see. Yeah. Hmm. Yes, so it looks like you call... It looks like an eligibility review, I think, was on, uh, 4/14. Hold on. Do you mind if I put you on a brief hold?

Speaker speaker_2: No, that's fine.

Speaker speaker_0: Thank you. Are you there, Mr. Reeds?

Speaker speaker_2: Uh, yes, sir.

Speaker speaker_0: All right. So yeah, you're not- you're not enrolled in any medical plans but I can get you enrolled back into the VIP Standard and NEC TeleRx plan.

Speaker speaker_2: Oh, you can?

Speaker speaker_0: Yes. That you had in the past. Yes, sir.

Speaker speaker_2: Yeah, I guess I better.

Speaker speaker_0: All right. So that would make your price go up from... So right now, your premium... Give me one moment. Your premium is \$6.00, \$6.63. Add in the medical plans, it'll make it go up to \$43.39 that be taken out weekly.

Speaker speaker_2: How much?

Speaker speaker_0: So it'll go up to, from \$6.63 to \$43.39 adding both medical plans.

Speaker speaker_2: Um, I feel like I'm just a little confused. Am I getting over \$100?

Speaker speaker_0: Say that again, sir?

Speaker speaker_2: What's the pric-... Uh, I'm just trying to understand how much the big one compares to the other. I'm sorry.

Speaker speaker_0: Okay. So right now, you only have the group accident, the critical illness, and the life insurance. Those are the only plans that you're enrolled into. And right now you're only paying-

Speaker speaker_2: Ah.

Speaker speaker_0: ... \$6.63. I'm going to reinstate the NEC TeleRx, which is a preventative care plan that's good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative services. And it includes FreeRx, which is a virtual pharmacy that gives you access to over 800 generic acute and chronic medications along with virtual urgent care appointments. And then I'm reinstating the VIP Standard which covers doctors, hospitals and prescriptions. And with those plans added, it'll go from \$6.63 to \$43.39.

Speaker speaker_3: Oh, okay. I tell you what, that'd be okay. Yeah.

Speaker speaker_0: Okay. So it will take one to two weeks for those changes to happen. You may still see the deducted \$1.63 for one or two more weeks. But after two weeks, you should see the new total of \$43.39. And once you see those new totals, if you want to call back that following Monday when those changes become active and request your ID card to be sent physically, you can do that. Otherwise, it's only going to be sent via email.

Speaker speaker_3: I can get the cards by email?

Speaker speaker_0: Typically they're sent by email but if you want a physical copy, you have to call and request it once the coverage becomes active.

Speaker speaker_3: Do I Just call you?

Speaker speaker_0: Yes, sir.

Speaker speaker_3: Okay. All right.

Speaker speaker_0: All right. Well, was there anything else I can help you with today, Mr. Reed?

Speaker speaker_3: So as of today, I'll get re-enrolled.

Speaker speaker_0: Okay.

Speaker speaker_3: And, uh, just hear back from you in two weeks.

Speaker speaker_0: Typically, it takes one to two weeks for the change to happen. Yes, sir.

Speaker speaker_3: Okay. Well, thanks, Michael. Sorry about that.

Speaker speaker_0: No problem.

Speaker speaker_3: Thanks for... Thanks for... Try helping me out.

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

Speaker speaker_3: No, I just wanted to take care of that really. I appreciate it.

Speaker speaker_0: No problem, Mr. Reed. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_3: Hey, question.

Speaker speaker_0: Yes, sir.

Speaker speaker_3: Um, did you, did you say it was... I got the life insurance?

Speaker speaker_0: Say that again?

Speaker speaker_3: You said I do got the life insurance, correct?

Speaker speaker_0: Yes, sir.

Speaker speaker_3: Okay. And, well, other than life insurance, what else do I have coming? I, I just want to make sure.

Speaker speaker_0: So you have the group accident, which covers if you got hurt outside of work and you needed some assistance. And then you have the critical illness, which is for like if you call... If you, uh, you got diagnosed with cancer or one of those type of illnesses that's a long term. Takes a long time coming on you.

Speaker speaker_3: I gotcha. And those three are the 6.63, correct?

Speaker speaker_0: Yes, sir. Yes, sir.

Speaker speaker_3: Okay. Okay. All right. Well, I'm not coming back then. I'll write you the, the figure.

Speaker speaker_0: No problem, Mr. Reed. You have a great rest of your day, man.

Speaker speaker_3: Okay. All right.