

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, Malcolm. This is Rhonda Whipkey calling. I work for Surge and, um, I was calling to get my insurance set up. You know, I thought, uh... I was told that it was automatically done. But, apparently, um, I've switched jobs so, um, that was not the case. So anyway, they said I have to re-signup. So, um, I found out which ones that I want. So I'll... Can you read that for me, social? 3428. You said 3428? Yes. First name? Rhonda... Rhonda, R-H-O-N-D-A, Whipkey, W-H-I-P-K-E-Y. Birth date- This will be- ... 11-22-1960. Okay. And address? 203 Spare Street, Orrville, Ohio 44667. You... So we got your phone number 330-988-0030? Yep. And the email is r.l.whipkey.14@gmail.com? Yes. All right. What plans were you wanting to get enrolled into? Okay. I want the VIP Classic and dental and vision. And do you guys have something for prescriptions as well? So they offer you the MUC TeleRx, which is good for like wellness checks, physicals, vaccinations, Pap smears and mammograms. Any preventative services, and also includes FreeRx, which is a virtual pharmacy that gives you access to over 800 generics, acute and chronic medications, along with access to virtual urgent care appointments. Okay. So... And then... So they have that and then they also offer you FreeRx by itself without the preventative services, which is \$5.99. But you also do have prescriptions included in your VIP Classic, but it's just a limited list. Okay. So what was the first one you was telling me about? About- The MUC TeleRx? Yeah. So- That's a prescription for, like... Go ahead. I wouldn't be able to get my prescriptions from Walmart. Is that what you're saying? Uh, um, you, they... Walmart isn't included in them network. Is it? Okay. 'Cause that's who I have everything through. All right. I'll take that one. How much is that? The MUC TeleRx is \$16.80. Y'all's expensive with all your insurance stuff. Yeah. All this stuff added up together. All right. So I'll take that, the VIP Classic, dental, vision, that's it. All right. So you just want the MUC TeleRx, the d- division, dental and the VIP Classic? Yeah. Okay. So with those plans selected, your total will be \$42.65. That'll be deducted weekly. Do you authorize your employer to make these deductions? Yeah. All right. 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's when your coverage will become active. And your ID cards are sent one to two weeks from the activation date. Okay. Then I'm gonna need some kind of a number or something so that I can give to the pharmacy, because I, I have stuff that I gotta do. I have- So none of that information becomes available until your coverage is active. And even when your coverage becomes active, it takes 24 to 48 hours for your cards to be generated with the carriers. Mm-hmm. Okay. So I'm looking at pretty close to three weeks before I get any kind of coverage, correct? I wouldn't be able to give you a timeframe. Typically, it takes one to two weeks, but it's, it's totally up to when Surge make those deductions happen. Uh-huh. Okay. All right. Thank you. You're welcome. Miss Rhonda, is

there anything else I can help you with today? Nope. Absolutely not. Thank you- Thanks for calling. ... very much. You have a great day. Bye. You have a great... You too. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_1: Hi, Malcolm. This is Rhonda Whipkey calling. I work for Surge and, um, I was calling to get my insurance set up. You know, I thought, uh... I was told that it was automatically done. But, apparently, um, I've switched jobs so, um, that was not the case. So anyway, they said I have to re-signup. So, um, I found out which ones that I want. So I'll...

Speaker speaker\_0: Can you read that for me, social?

Speaker speaker\_1: 3428.

Speaker speaker\_0: You said 3428?

Speaker speaker\_1: Yes.

Speaker speaker\_0: First name?

Speaker speaker\_1: Rhonda... Rhonda, R-H-O-N-D-A, Whipkey, W-H-I-P-K-E-Y. Birth date-

Speaker speaker\_0: This will be-

Speaker speaker\_1: ... 11-22-1960.

Speaker speaker\_0: Okay. And address?

Speaker speaker\_1: 203 Spare Street, Orrville, Ohio 44667.

Speaker speaker\_0: You... So we got your phone number 330-988-0030?

Speaker speaker\_1: Yep.

Speaker speaker\_0: And the email is r.l.whipkey.14@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. What plans were you wanting to get enrolled into?

Speaker speaker\_1: Okay. I want the VIP Classic and dental and vision. And do you guys have something for prescriptions as well?

Speaker speaker\_0: So they offer you the MUC TeleRx, which is good for like wellness checks, physicals, vaccinations, Pap smears and mammograms. Any preventative services, and also includes FreeRx, which is a virtual pharmacy that gives you access to over 800 generics, acute and chronic medications, along with access to virtual urgent care

appointments.

Speaker speaker\_1: Okay. So...

Speaker speaker\_0: And then... So they have that and then they also offer you FreeRx by itself without the preventative services, which is \$5.99. But you also do have prescriptions included in your VIP Classic, but it's just a limited list.

Speaker speaker\_1: Okay. So what was the first one you was telling me about? About-

Speaker speaker\_0: The MUC TeleRx?

Speaker speaker\_1: Yeah. So-

Speaker speaker\_0: That's a prescription for, like... Go ahead.

Speaker speaker\_1: I wouldn't be able to get my prescriptions from Walmart. Is that what you're saying?

Speaker speaker\_0: Uh, um, you, they... Walmart isn't included in them network.

Speaker speaker\_1: Is it? Okay. 'Cause that's who I have everything through. All right. I'll take that one. How much is that?

Speaker speaker\_0: The MUC TeleRx is \$16.80.

Speaker speaker\_1: Y'all's expensive with all your insurance stuff. Yeah. All this stuff added up together. All right. So I'll take that, the VIP Classic, dental, vision, that's it.

Speaker speaker\_0: All right. So you just want the MUC TeleRx, the d- division, dental and the VIP Classic?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. So with those plans selected, your total will be \$42.65. That'll be deducted weekly. Do you authorize your employer to make these deductions?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right. 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's when your coverage will become active. And your ID cards are sent one to two weeks from the activation date.

Speaker speaker\_1: Okay. Then I'm gonna need some kind of a number or something so that I can give to the pharmacy, because I, I have stuff that I gotta do. I have-

Speaker speaker\_0: So none of that information becomes available until your coverage is active. And even when your coverage becomes active, it takes 24 to 48 hours for your cards to be generated with the carriers.

Speaker speaker\_1: Mm-hmm. Okay. So I'm looking at pretty close to three weeks before I get any kind of coverage, correct?

Speaker speaker\_0: I wouldn't be able to give you a timeframe. Typically, it takes one to two weeks, but it's, it's totally up to when Surge make those deductions happen.

Speaker speaker\_1: Uh-huh. Okay. All right. Thank you.

Speaker speaker\_2: You're welcome.

Speaker speaker\_0: Miss Rhonda, is there anything else I can help you with today?

Speaker speaker\_1: Nope. Absolutely not. Thank you-

Speaker speaker\_0: Thanks for calling.

Speaker speaker\_1: ... very much. You have a great day.

Speaker speaker\_0: Bye. You have a great... You too. Thank you.

Speaker speaker\_1: Bye-bye.