

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 Car. This is Malcolm. How can I help you? Yes, how you doing, sir? I'm doing good. How about you? I'm good. I was calling about, uh, my daughter said I probably had to call for enrollment on the insurance. I was here checking on mine. And see, do we get an insurance card sent to us or something? What staffing company do you work for? I work for John M-A-U at Kimberly-Clark. What's the last four of your Social? 0955. First name? Maurice. Thank you for that. How do you spell Maurice, sir? Huh? I said, how do you spell Maurice? M-A-U-R-I-C-E. Thank you. What now? Just for security purposes can you verify your address and date of birth for me? Let's see. Oh, the one they got on file, what they got there, the 2095 Highway 102, Greens, Georgia? Yes, sir. And your date of birth? 12/29/84. Thank you. So we got your phone number as 706-351-1324. Yes, sir. And we got email is throwback25461@gmail.com. Uh-huh. Thank you. I think you said you need your ID card sent to you? Um, well, I need that too, but I don't think I got one if I'm being specific. But, um, I just wanted to call and check up on my insurance thing, like how my daughter told myself I might have to call in, uh, enrollment or something. So it looks like you're already in insurance. Okay. You have the NEC Standalone, the dental and the life insurance? You say I got what now? You have the NEC Preventative Care Plan and the dental and the life insurance? Okay. Okay. There's a one for, like, go to the doctor with, and a life insurance and a dental plan? So the one that you have, the NEC Standalone is our 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- Wait. Th- that's the first time, like, um... Go ahead, sir. That's the first time I go get the colon checked too? I wouldn't be able to tell you because we're not the carrier. So I'm not- I couldn't tell you what specifically is covered. Okay. And you said it cover what now? It covers, like, wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services. That does not include doctors, hospitals or prescriptions. Oh, that ain't got nothing to do with, like, going to the doctor or nothing? So it's a preventative care plan. So to give you an example, but, like, if you were feeling like you're about to get sick and you want to get tested, you would use that. It covers for that. The other medical plan that they offer you- Oh. ... is the one that covers doctors, hospitals and prescriptions. Oh, yeah, this one I usually, like, if I get a cold, I can go to the doctor with it, right? So it co- it covers preventative... I wouldn't be able to tell you what's specifically covered, but it covers preventative services, sir. It does not cover doctors, hospitals or prescriptions. Yeah, because I was trying to get one, like, you know, if I need to go to the hospital if I get the flu or something. Right. So they do offer you two different plans, the Industry Plus Basic and Industry Plus Enhanced. Those both cover doctors, hospitals and prescriptions. The only difference between the two, the Enhanced gives you

more benefits as far as the hospital goes. So the Basic would be \$17.39 and the Enhanced would be \$24.69. So what's the one I'm on now? Well, no, I'll just keep it like I got it. But I don't have no card though. Yeah, sir, so I'm working on getting those sent to you digitally. You mind if I put you in a brief hold while I get those for you? Uh-huh. Thank you. They didn't have the numbers. I thought it was going to be 777-6666. Okay. Okay. Here we go. 777-6667. Hello? Hello. I'm just sitting here doing nothing, man. I want to come up and talk to you for a second. Oh, man. I'm in the middle of something right now. I thought you said you were free. I was just with my friend that wanted to borrow some money for something. He's not home. Okay. Well, I'm just sitting here doing nothing. I'm going to go ahead and end the call then. Hang on. Let me get this. Hello? You, you can't get it. Your number's in the system. You can't change your number. Well, I've been with this number for a long time. I know my number. I'm sorry, we can't change your number. We need to change your SIM. What is the number? Your number is 212-345-6780. That's for data. If you're trying to make a call, you have to pay by the minute or the actual minutes used. You can't just put it on auto-pilot and think that your phone is going to keep getting all of your money every month. That's not how it works. We don't want you calling all the time. We want you to be able to talk to us. You know, we're trying to make a living too, so we don't want you bugging out on us. So- Okay. ... go ahead and end the call. All right. Well, I'm going to go ahead and end the call then. Go ahead and end the call. All right, one second. I just need to log out of the system here. All right. I'm logging you out now. All right. Have a good day. You too. Bye. ... for the 15.08, but after two weeks you'll see the new total of two- 23.01. Okay. And then all, you say, are they gonna send the card in the mail for me? So once the coverage becomes active, you have to call and request it. I have to call and request a card? Yes, sir. Otherwise, it's only sent via email. Who I call to request it? Us. Who do I call? Us. Oh. Well, I'm on the phone now, isn't it? So you have to wait until the coverage is actually active. Oh. Okay. Oh, it's the APL card. I think I had one of these. But that was somebody else. So I gotta wait for my new card? The APL is for your dental card. If you have a APL card, that's for dental. Uh, well, I just... I think I need all that's sent. Is... they said you don't send the dental card, or I gotta wait on that too? I'll be s- I'll be sending an email. I'm talking about like my regular card, like in the mail. You want, so you... do you not have the dental card right there? The one, the APL card? Talking about in my email? No, you say you just have a, you say you have a APL card in your hand, correct? Oh, no. Uh-uh. Nuh-uh. Nah. Uh-uh. No, sir. That's why I was asking could y'all send all the cards out, 'cause I haven't got no card. All right. So I just sent them to your email. It'll take two weeks. So I'm not, so I'm not gonna... uh, I'm trying to think. 'Cause it's gonna take, if you wanna wait, 'cause you have to request your medical card, that is also covered by APL. Did you want to wait for your coverage to switch over to the medical and then request both of those cards? Or did you want me to go ahead and request the dental one, and then request the medical one again once it becomes active? Yeah. Uh-huh. Yeah, uh-huh. Yeah, yeah. I can go and get my dental and do the medical later. Okay. And you say I gotta wait 'til, about two weeks to request my medical card? Yeah, once you see that new change in your de- your deductions and your coverage, then your medical will become active. Okay. Okay. So is that, is 2095 Highway 102, Wrens, Georgia, 30833 to get... the right address to send the ID cards? Uh-huh. So is that a home or apartment? Home. Okay. All right. Well, was there anything else I can help you with today, Mr. Stone? No, that's it. Have a good one. You too, man. Thank you for calling- All right. ... Georgia State Smith-

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 Car. This is Malcolm. How can I help you?

Speaker speaker_2: Yes, how you doing, sir?

Speaker speaker_1: I'm doing good. How about you?

Speaker speaker_2: I'm good. I was calling about, uh, my daughter said I probably had to call for enrollment on the insurance. I was here checking on mine. And see, do we get an insurance card sent to us or something?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: I work for John M-A-U at Kimberly-Clark.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 0955.

Speaker speaker_1: First name?

Speaker speaker_2: Maurice.

Speaker speaker_1: Thank you for that. How do you spell Maurice, sir?

Speaker speaker_2: Huh?

Speaker speaker_1: I said, how do you spell Maurice?

Speaker speaker_2: M-A-U-R-I-C-E.

Speaker speaker_1: Thank you.

Speaker speaker_2: What now?

Speaker speaker_1: Just for security purposes can you verify your address and date of birth for me?

Speaker speaker_2: Let's see. Oh, the one they got on file, what they got there, the 2095 Highway 102, Greens, Georgia?

Speaker speaker_1: Yes, sir. And your date of birth?

Speaker speaker_2: 12/29/84.

Speaker speaker_1: Thank you. So we got your phone number as 706-351-1324.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And we got email is throwback25461@gmail.com.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Thank you. I think you said you need your ID card sent to you?

Speaker speaker_2: Um, well, I need that too, but I don't think I got one if I'm being specific. But, um, I just wanted to call and check up on my insurance thing, like how my daughter told myself I might have to call in, uh, enrollment or something.

Speaker speaker_1: So it looks like you're already in insurance.

Speaker speaker_2: Okay.

Speaker speaker_1: You have the NEC Standalone, the dental and the life insurance?

Speaker speaker_2: You say I got what now?

Speaker speaker_1: You have the NEC Preventative Care Plan and the dental and the life insurance?

Speaker speaker_2: Okay. Okay. There's a one for, like, go to the doctor with, and a life insurance and a dental plan?

Speaker speaker_1: So the one that you have, the NEC Standalone is our 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: Wait. Th- that's the first time, like, um...

Speaker speaker_1: Go ahead, sir.

Speaker speaker_2: That's the first time I go get the colon checked too?

Speaker speaker_1: I wouldn't be able to tell you because we're not the carrier. So I'm not- I couldn't tell you what specifically is covered.

Speaker speaker_2: Okay. And you said it cover what now?

Speaker speaker_1: It covers, like, wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services. That does not include doctors, hospitals or prescriptions.

Speaker speaker_2: Oh, that ain't got nothing to do with, like, going to the doctor or nothing?

Speaker speaker_1: So it's a preventative care plan. So to give you an example, but, like, if you were feeling like you're about to get sick and you want to get tested, you would use that. It covers for that. The other medical plan that they offer you-

Speaker speaker_2: Oh.

Speaker speaker_1: ... is the one that covers doctors, hospitals and prescriptions.

Speaker speaker_2: Oh, yeah, this one I usually, like, if I get a cold, I can go to the doctor with it, right?

Speaker speaker_1: So it co- it covers preventative... I wouldn't be able to tell you what's specifically covered, but it covers preventative services, sir. It does not cover doctors, hospitals or prescriptions.

Speaker speaker_2: Yeah, because I was trying to get one, like, you know, if I need to go to the hospital if I get the flu or something.

Speaker speaker_1: Right. So they do offer you two different plans, the Industry Plus Basic and Industry Plus Enhanced. Those both cover doctors, hospitals and prescriptions. The only difference between the two, the Enhanced gives you more benefits as far as the hospital goes. So the Basic would be \$17.39 and the Enhanced would be \$24.69.

Speaker speaker_2: So what's the one I'm on now? Well, no, I'll just keep it like I got it. But I don't have no card though.

Speaker speaker_1: Yeah, sir, so I'm working on getting those sent to you digitally. You mind if I put you in a brief hold while I get those for you?

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Thank you.

Speaker speaker_2: They didn't have the numbers. I thought it was going to be 777-6666. Okay. Okay. Here we go. 777-6667.

Speaker speaker_3: Hello?

Speaker speaker_4: Hello.

Speaker speaker_3: I'm just sitting here doing nothing, man. I want to come up and talk to you for a second.

Speaker speaker_4: Oh, man. I'm in the middle of something right now.

Speaker speaker_3: I thought you said you were free.

Speaker speaker_4: I was just with my friend that wanted to borrow some money for something. He's not home.

Speaker speaker_3: Okay. Well, I'm just sitting here doing nothing. I'm going to go ahead and end the call then.

Speaker speaker_4: Hang on. Let me get this. Hello?

Speaker speaker_3: You, you can't get it. Your number's in the system. You can't change your number.

Speaker speaker_4: Well, I've been with this number for a long time. I know my number.

Speaker speaker_3: I'm sorry, we can't change your number. We need to change your SIM.

Speaker speaker_4: What is the number?

Speaker speaker_3: Your number is 212-345-6780. That's for data. If you're trying to make a call, you have to pay by the minute or the actual minutes used. You can't just put it on auto-pilot and think that your phone is going to keep getting all of your money every month. That's not how it works. We don't want you calling all the time. We want you to be able to talk to us. You know, we're trying to make a living too, so we don't want you bugging out on us. So-

Speaker speaker_4: Okay.

Speaker speaker_3: ... go ahead and end the call.

Speaker speaker_4: All right. Well, I'm going to go ahead and end the call then.

Speaker speaker_3: Go ahead and end the call. All right, one second. I just need to log out of the system here.

Speaker speaker_4: All right.

Speaker speaker_3: I'm logging you out now.

Speaker speaker_4: All right.

Speaker speaker_3: Have a good day.

Speaker speaker_4: You too. Bye.

Speaker speaker_1: ... for the 15.08, but after two weeks you'll see the new total of two-23.01.

Speaker speaker_2: Okay. And then all, you say, are they gonna send the card in the mail for me?

Speaker speaker_1: So once the coverage becomes active, you have to call and request it.

Speaker speaker_2: I have to call and request a card?

Speaker speaker_1: Yes, sir. Otherwise, it's only sent via email.

Speaker speaker_2: Who I call to request it?

Speaker speaker_1: Us.

Speaker speaker_2: Who do I call?

Speaker speaker_1: Us.

Speaker speaker_2: Oh. Well, I'm on the phone now, isn't it?

Speaker speaker_1: So you have to wait until the coverage is actually active.

Speaker speaker_2: Oh. Okay. Oh, it's the APL card. I think I had one of these. But that was somebody else. So I gotta wait for my new card?

Speaker speaker_1: The APL is for your dental card. If you have a APL card, that's for dental.

Speaker speaker_2: Uh, well, I just... I think I need all that's sent. Is... they said you don't send the dental card, or I gotta wait on that too?

Speaker speaker_1: I'll be s- I'll be sending an email.

Speaker speaker_2: I'm talking about like my regular card, like in the mail.

Speaker speaker_1: You want, so you... do you not have the dental card right there? The one, the APL card?

Speaker speaker_2: Talking about in my email?

Speaker speaker_1: No, you say you just have a, you say you have a APL card in your hand, correct?

Speaker speaker_2: Oh, no. Uh-uh. Nuh-uh. Nah. Uh-uh. No, sir. That's why I was asking could y'all send all the cards out, 'cause I haven't got no card.

Speaker speaker_1: All right. So I just sent them to your email. It'll take two weeks. So I'm not, so I'm not gonna... uh, I'm trying to think. 'Cause it's gonna take, if you wanna wait, 'cause you have to request your medical card, that is also covered by APL. Did you want to wait for your coverage to switch over to the medical and then request both of those cards? Or did you want me to go ahead and request the dental one, and then request the medical one again once it becomes active?

Speaker speaker_2: Yeah. Uh-huh. Yeah, uh-huh. Yeah, yeah. I can go and get my dental and do the medical later.

Speaker speaker_1: Okay.

Speaker speaker_2: And you say I gotta wait 'til, about two weeks to request my medical card?

Speaker speaker_1: Yeah, once you see that new change in your de- your deductions and your coverage, then your medical will become active.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: So is that, is 2095 Highway 102, Wrens, Georgia, 30833 to get... the right address to send the ID cards?

Speaker speaker_2: Uh-huh.

Speaker speaker_1: So is that a home or apartment?

Speaker speaker_2: Home.

Speaker speaker_1: Okay. All right. Well, was there anything else I can help you with today, Mr. Stone?

Speaker speaker_2: No, that's it. Have a good one.

Speaker speaker_1: You too, man. Thank you for calling-

Speaker speaker_2: All right.

Speaker speaker_1: ... Georgia State Smith-