

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Oh, hi. I was, uh, directed to this number of when I was with, with, uh, staffing agency I was from, that recent, uh, got in- got into. So, to set up my, uh, health insurance. Okay, so say that one more time, sir? So, the staffing agency that I'm with, that I'm with now, they had directed me to this, uh, number, so I could set up the, uh, insurance through this, through this health- What's the staffing company you work for? Uh, Crown Staffing. What's the last four of your social? 0566. You said 0566? Yes. First name? Kenneth. You say Kenneth? Yes, Kenneth. And you said the last four are 0566? Yes. All right, so you're a brand new hire? Yes. So, about to add you in the system. What's your full social? Uh, 412-99-0566. You said 412-99-0566? Yes. And how you spell your first name? K-E-N-N-E-T-H. Last name? Young. Y-O-U-N-G. All right. And address? Uh, 300 East Webster Street, Apartment E10. You said, you said Apartment E10? P10. You said three... You said 300 East... Webster Street. Luster Street or Lester Street? Webster. Yeah, Webster. Is that L-E-S-T-E-R? No, W-E... Yeah, W-E-b-s-t-e-r. You saying Wester or Lester? Web- Webster. Okay, so East Webster- That's why I called. So, East Webster- I know where I live. Web- Webster. So East and West... So 300 East Webster Street? No, Webster. W-e-b- Webster. Oh, okay, Webster. Yeah, Webster. Okay, so 300 East Webster Street? Yes. All right, and then the city? Uh, Madison, Tennessee. Madison? Yeah, Nashville, Madison, Tennessee, one of them. So is it Nashville or Madison? Uh, Nash- It's in... Yeah, Nashville, Tennessee. All right, and the zip code? 37115. Date of birth? 02/07/2005. Email? Oh, kennethyoung443@gmail.com. You said kennethyoung443@gmail.com? Yes. Need your phone number. Uh, 901-652-6079. Yeah, all right. What type of coverage were you wantin' to get enrolled into here? Um, do you have anything that you, uh, recommend? So unfortunately I wouldn't be able to make any recommendations. Well... I'm tryin' to find something for me. Well, not... Well, something for me personally. Say that again? Um, trying to get something, uh, only for one person, me. It's not, uh, necessarily say with person coverage. So they offer you medical. So I'm just going to tell you the plans that they offer you. They offer you medical- Okay. ... Free Rx, Virtual Care, Dental, Short-Term Disability, Life Insurance, Vision, Critical Illness, Group Accident, Preventative Care, Behavioral Health and an ID Excellence. Um, I tried to look through this book that they gave me. But that person walked out on me because it was costly for... Yes, that part is tight but at least there's something for downtowns, oh, um, stores. So... Let me see, you're looking at the benefits guide? Yeah. Well, my account is in there. Did you have any questions? Um... Okay, I don't even know what I'm really doing. This is my first time doing it. You know it's not mandatory, right? I'll just go ahead and set it up just in case. Okay. I just wanted to make sure you didn't think you had to get enrolled. 12:37. Hello? Hello. Yes? Is... Are you looking at the benefits guide right now? Yes. Oka. Do you have any questions? No. Because unfortunately I wouldn't

be able to just sit on the phone while you looked over the benefits guide. I would actually have to be assisting you with something. Oh. Uh, what... Do you know what the Free, the Free Rx one is? Yes, sir. So that Free Rx is a virtual pharmacy that gives members access to over 800 generic acute and chronic medications, along with access to virtual urgent care appointments. Oh, it's a virtual- That comes... Yes, sir. So that comes with the MUC TeleRx plan, or you can get a stand-alone for \$5.99. Oh. Okay. So, can you tell me more about the MetLife one? That's it. So MetLife is actually the carrier for the vision. That's not a plan. Oh. Carrier for the vision. Okay. But MetLife is re- responsible for your vision coverage plan. A vision plan, okay. Yes. I'll just have to wait then, look over this a little bit more. You say you wanna wait before get... I just look over it? Yeah. All right. So what I'm gonna do. So do you want me to decline the auto-enrollment? 'Cause they do auto-enroll you into the MUC plan if you don't decline. So what is, what is that? So if you don't de- If you don't decline the coverage, they auto-enroll you into the MUC TeleRx plan. And what is that plan? That's the one that I was telling you that includes FreeRx in it, but it also gives you preventative services like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women. Any preventative services. Well, you can go ahead enroll me in that then. So you wanna get enrolled in that plan by itself, and that's it? Yes. For now. Yeah. All right. Well, was there anything else that you're interested in? Dental and vision and all those other plans are separate plans in itself. I'll look over a bit more and come back, you can come back later. All right. So you just want me to enroll you in MUC TeleRx plan for now? Yes. All right. So that total will be \$15.67. That'll be deducted weekly. Do you authorize your employer to make these deductions? Yes. Cool. So your 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. Your ID cards will be sent one to two weeks after that date. Okay. Okay. Well, is there anything else I can help you with today, Mr. Young? Uh, that'll be all for now. Well, if there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your week. Okay. Thank you. You, too. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Oh, hi. I was, uh, directed to this number of when I was with, with, uh, staffing agency I was from, that recent, uh, got in- got into. So, to set up my, uh, health insurance.

Speaker speaker_0: Okay, so say that one more time, sir?

Speaker speaker_1: So, the staffing agency that I'm with, that I'm with now, they had directed me to this, uh, number, so I could set up the, uh, insurance through this, through this health-

Speaker speaker_0: What's the staffing company you work for?

Speaker speaker_1: Uh, Crown Staffing.

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

Speaker speaker_1: 0566.

Speaker speaker_0: You said 0566?

Speaker speaker_1: Yes.

Speaker speaker_0: First name?

Speaker speaker_1: Kenneth.

Speaker speaker_0: You say Kenneth?

Speaker speaker_1: Yes, Kenneth.

Speaker speaker_0: And you said the last four are 0566?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, so you're a brand new hire?

Speaker speaker_1: Yes.

Speaker speaker_0: So, about to add you in the system. What's your full social?

Speaker speaker_1: Uh, 412-99-0566.

Speaker speaker_0: You said 412-99-0566?

Speaker speaker_1: Yes.

Speaker speaker_0: And how you spell your first name?

Speaker speaker_1: K-E-N-N-E-T-H.

Speaker speaker_0: Last name?

Speaker speaker_1: Young. Y-O-U-N-G.

Speaker speaker_0: All right. And address?

Speaker speaker_1: Uh, 300 East Webster Street, Apartment E10.

Speaker speaker_0: You said, you said Apartment E10?

Speaker speaker_1: P10.

Speaker speaker_0: You said three... You said 300 East...

Speaker speaker_1: Webster Street.

Speaker speaker_0: Luster Street or Lester Street?

Speaker speaker_1: Webster. Yeah, Webster.

Speaker speaker_0: Is that L-E-S-T-E-R?

Speaker speaker_1: No, W-E... Yeah, W-E-b-s-t-e-r.

Speaker speaker_0: You saying Wester or Lester?

Speaker speaker_1: Web- Webster.

Speaker speaker_0: Okay, so East Webster-

Speaker speaker_1: That's why I called.

Speaker speaker_0: So, East Webster-

Speaker speaker_1: I know where I live. Web- Webster.

Speaker speaker_0: So East and West... So 300 East Webster Street?

Speaker speaker_1: No, Webster. W-e-b-

Speaker speaker_0: Webster. Oh, okay, Webster.

Speaker speaker_1: Yeah, Webster.

Speaker speaker_0: Okay, so 300 East Webster Street?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, and then the city?

Speaker speaker_1: Uh, Madison, Tennessee.

Speaker speaker_0: Madison?

Speaker speaker_1: Yeah, Nashville, Madison, Tennessee, one of them.

Speaker speaker_0: So is it Nashville or Madison?

Speaker speaker_1: Uh, Nash- It's in... Yeah, Nashville, Tennessee.

Speaker speaker_0: All right, and the zip code?

Speaker speaker_1: 37115.

Speaker speaker_0: Date of birth?

Speaker speaker_1: 02/07/2005.

Speaker speaker_0: Email?

Speaker speaker_1: Oh, kennethyoung443@gmail.com.

Speaker speaker_0: You said kennethyoung443@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Need your phone number.

Speaker speaker_1: Uh, 901-652-6079.

Speaker speaker_0: Yeah, all right. What type of coverage were you wantin' to get enrolled into here?

Speaker speaker_1: Um, do you have anything that you, uh, recommend?

Speaker speaker_0: So un- unfortunately I wouldn't be able to make any recommendations.

Speaker speaker_1: Well... I'm tryin' to find something for me. Well, not... Well, something for me personally.

Speaker speaker_0: Say that again?

Speaker speaker_1: Um, trying to get something, uh, only for one person, me. It's not, uh, necessarily say with person coverage.

Speaker speaker_0: So they offer you medical. So I'm just going to tell you the plans that they offer you. They offer you medical-

Speaker speaker_1: Okay.

Speaker speaker_0: ... Free Rx, Virtual Care, Dental, Short-Term Disability, Life Insurance, Vision, Critical Illness, Group Accident, Preventative Care, Behavioral Health and an ID Excellence.

Speaker speaker_1: Um, I tried to look through this book that they gave me.

Speaker speaker_2: But that person walked out on me because it was costly for... Yes, that part is tight but at least there's something for downtowns, oh, um, stores. So...

Speaker speaker_0: Let me see, you're looking at the benefits guide?

Speaker speaker_1: Yeah.

Speaker speaker_2: Well, my account is in there.

Speaker speaker_0: Did you have any questions?

Speaker speaker_1: Um... Okay, I don't even know what I'm really doing. This is my first time doing it.

Speaker speaker_0: You know it's not mandatory, right?

Speaker speaker_1: I'll just go ahead and set it up just in case.

Speaker speaker_0: Okay. I just wanted to make sure you didn't think you had to get enrolled.

Speaker speaker_3: 12:37.

Speaker speaker_0: Hello?

Speaker speaker_1: Hello. Yes?

Speaker speaker_0: Is... Are you looking at the benefits guide right now?

Speaker speaker_1: Yes.

Speaker speaker_0: Oka. Do you have any questions?

Speaker speaker_1: No.

Speaker speaker_0: Because unfortunately I wouldn't be able to just sit on the phone while you looked over the benefits guide. I would actually have to be assisting you with something.

Speaker speaker_1: Oh. Uh, what... Do you know what the Free, the Free Rx one is?

Speaker speaker_0: Yes, sir. So that Free Rx is a virtual pharmacy that gives members access to over 800 generic acute and chronic medications, along with access to virtual urgent care appointments.

Speaker speaker_1: Oh, it's a virtual-

Speaker speaker_0: That comes... Yes, sir. So that comes with the MUC TeleRx plan, or you can get a stand-alone for \$5.99.

Speaker speaker_1: Oh. Okay. So, can you tell me more about the MetLife one? That's it.

Speaker speaker_0: So MetLife is actually the carrier for the vision. That's not a plan.

Speaker speaker_1: Oh. Carrier for the vision. Okay.

Speaker speaker_0: But MetLife is re- responsible for your vision coverage plan.

Speaker speaker_1: A vision plan, okay. Yes. I'll just have to wait then, look over this a little bit more.

Speaker speaker_0: You say you wanna wait before get... I just look over it?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. So what I'm gonna do. So do you want me to decline the auto-enrollment? 'Cause they do auto-enroll you into the MUC plan if you don't decline.

Speaker speaker_1: So what is, what is that?

Speaker speaker_0: So if you don't de- If you don't decline the coverage, they auto-enroll you into the MUC TeleRx plan.

Speaker speaker_1: And what is that plan?

Speaker speaker_0: That's the one that I was telling you that includes FreeRx in it, but it also gives you preventative services like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women. Any preventative services.

Speaker speaker_1: Well, you can go ahead enroll me in that then.

Speaker speaker_0: So you wanna get enrolled in that plan by itself, and that's it?

Speaker speaker_1: Yes. For now. Yeah.

Speaker speaker_0: All right. Well, was there anything else that you're interested in? Dental and vision and all those other plans are separate plans in itself.

Speaker speaker_1: I'll look over a bit more and come back, you can come back later.

Speaker speaker_0: All right. So you just want me to enroll you in MUC TeleRx plan for now?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So that total will be \$15.67. That'll be deducted weekly. Do you authorize your employer to make these deductions?

Speaker speaker_1: Yes.

Speaker speaker_0: Cool. So your 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. Your ID cards will be sent one to two weeks after that date.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Well, is there anything else I can help you with today, Mr. Young?

Speaker speaker_1: Uh, that'll be all for now.

Speaker speaker_0: Well, if there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your week.

Speaker speaker_1: Okay. Thank you. You, too.

Speaker speaker_0: Thank you. Bye.