

Transcript: Malcolm

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Full Transcript

Benefits in the card, this is Malcolm, how can I help you? Hi, Malcolm. Uh, my name is Deb Downs. I am looking at a health enrollment form through HSS in Connecticut. Mm-hmm. Um, and it states the names of the plans available, uh, one of them is Stay Healthy Plan/NEC, um, and one is VIP Standard? Mm-hmm. Um, and I wonder, I don't have any details of what those plans are. Is there, um, a website I can look at or something that you can send me that gives the details of, um- Yes, ma'am. I can either- ... the actual plan? Yes, ma'am. I can either send you a benefits guide or you can go to the website, whichever one you prefer. Uh, the web-website is fine. Okay. So the website will be mybiac.com/hss. All right. My B-A-C... Sorry, say that again? It's mybiac.- Got it.com/hss. Okay. All right, thank you very much. And then so once you go to that website, you want to hit Download Documents. Okay. And you want to go to, you want to go to Benefits Guide Active Employee. Okay, super. I don't need to log in or anything to get in? No, ma'am. Okay. All right. Thank you, Malcolm. Have a good day. No problem. You too. Thank you. Okay. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Benefits in the card, this is Malcolm, how can I help you?

Speaker speaker_1: Hi, Malcolm. Uh, my name is Deb Downs. I am looking at a health enrollment form through HSS in Connecticut.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, and it states the names of the plans available, uh, one of them is Stay Healthy Plan/NEC, um, and one is VIP Standard?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, and I wonder, I don't have any details of what those plans are. Is there, um, a website I can look at or something that you can send me that gives the details of, um-

Speaker speaker_0: Yes, ma'am. I can either-

Speaker speaker_1: ... the actual plan?

Speaker speaker_0: Yes, ma'am. I can either send you a benefits guide or you can go to the website, whichever one you prefer.

Speaker speaker_1: Uh, the web- website is fine.

Speaker speaker_0: Okay. So the website will be mybiac.com/hss.

Speaker speaker_1: All right. My B-A-C... Sorry, say that again?

Speaker speaker_0: It's mybiac.-

Speaker speaker_1: Got it.

Speaker speaker_0:com/hss.

Speaker speaker_1: Okay. All right, thank you very much.

Speaker speaker_0: And then so once you go to that website, you want to hit Download Documents.

Speaker speaker_1: Okay.

Speaker speaker_0: And you want to go to, you want to go to Benefits Guide Active Employee.

Speaker speaker_1: Okay, super. I don't need to log in or anything to get in?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: Okay. All right. Thank you, Malcolm. Have a good day.

Speaker speaker_0: No problem. You too. Thank you.

Speaker speaker_1: Okay. Bye-bye.

Speaker speaker_0: Bye.