

## Transcript: Malcolm

Nash-6746070836002816-5863538607210496

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? This is Benefits in a Card . Benefits in a Card, this is Val. How may I help you? Uh, yes, uh, good morning. This is Wilfredo Galiz. I work under Oxford. I received an email in regards to benefits enrollment. You said Oxford? Yeah. Okay. What's the last four of your social? Um, 4293. First name? Wilfredo Galiz. All right. For security purposes, can you verify your address and date of birth for me? 3064 Southeast First Drive, um, Unit 9, Homestead, Florida 33033. And your date of birth? 1-11-77. Thank you. Let's see, we got your phone number 305-761-4187? Correct. And I got email iswilfredo.gonzalez@gmail.com. No, wilfredo.galiz, G-A-L-I-Z @gmail.com. Thank you. Thank you. And how can I help you today, Mr. Galiz? Uh, yeah. I just, I received an email saying that, um, I guess, I don't know if I'm entitled to enrollment. This is, this is an email to enroll. Okay. So you're down there in open enrollment right now. Are you wanting to get enrolled into the health insurance? Yes. All right. What plans were you interested in? Um, what, what are my options? I mean... So they offer you medical, dental, short-term disability, life insurance, vision and a preventative care plan. Um, I would like, uh, medical, dental and vision. All right. For medical they offer you three different plans. They offer you the vi- um, Insured Plus Basic and the Insured Plus Enhanced. Both plans cover your doctor's visit and prescriptions. The only difference between the two, the Enhanced gives you more money and it covers more than the Basic. Basic is \$18. The Enhanced is \$25.17. And then they also offer you the MUC TeleRx, which is a preventative care plan. That'd be good for wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care coverages. And it also includes free Rx, so it gives you access to over 800 acute and chronic medications. Yeah, let's go with the, the, the most, the most, um, the highest one. Let's see, would the Insured Plus enhance? Yeah, 'cause I need all of that health. Yeah, uh... I need coverage. Well, did you want the preventative, did you want the preventative care as well? 'Cause it's not included in the f- in, uh, Insured Plus. Yeah, yeah. Get the preventative care. Yeah. All right. Yeah. So with those three, with those four plans selected, your total will be \$47.07. Were you interested in a short-term disability or the life insurance? No, no, not those. Not yet. Okay. Not yet. So with those four, \$47.07, do you authorize your employer to make these deductions? Yes, I authorize the employer to make this deduction. Thank you. So you're aware that your coverage won't become effective until next year? Until next year? Uh, when next year? Um... January 6th. February 6th? January 6th. Oh, January 6th, February. Okay. Okay. Yeah. I'm, I'm okay with that. All right. So the enrollment process... So the enrollment process, actually you won't have to worry about the enrollment process 'cause it should become active on the 6th. Um, once your coverage becomes active, your ID card's sent one to two weeks from the activation date. I should be receiving that by, by mail I'm assuming. Yes, sir. So you, if you

wanted a physical copy of your medical card, you have to call and request it once your coverage becomes active. Otherwise, it's normally sent via email. Okay. Yeah, yeah. I'm gonna have to request a physical card then 'cause they're easier to- You have to, you have to call them once your coverage is active. Yeah, I'll... And then I, I call this, this same number that I just called? Mm-hmm. Okay. All right. Well, is there anything else I can help you with today, Mr. Wilfredo? No, no, that's it. That's it. I just need to enroll in, um, in health insurance. That's all. All right. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week. Thank you. Appreciate it very much. No problem. Thank you.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hello? This is Benefits in a Card .

Speaker speaker\_2: Benefits in a Card, this is Val. How may I help you?

Speaker speaker\_1: Uh, yes, uh, good morning. This is Wilfredo Galiz. I work under Oxford. I received an email in regards to benefits enrollment.

Speaker speaker\_2: You said Oxford?

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Okay. What's the last four of your social?

Speaker speaker\_1: Um, 4293.

Speaker speaker\_2: First name?

Speaker speaker\_1: Wilfredo Galiz.

Speaker speaker\_2: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: 3064 Southeast First Drive, um, Unit 9, Homestead, Florida 33033.

Speaker speaker\_2: And your date of birth?

Speaker speaker\_1: 1-11-77.

Speaker speaker\_2: Thank you. Let's see, we got your phone number 305-761-4187?

Speaker speaker\_1: Correct.

Speaker speaker\_2: And I got email iswilfredo.gonzalez@gmail.com.

Speaker speaker\_1: No, wilfredo.galiz, G-A-L-I-Z @gmail.com.

Speaker speaker\_2: Thank you. Thank you. And how can I help you today, Mr. Galiz?

Speaker speaker\_1: Uh, yeah. I just, I received an email saying that, um, I guess, I don't know if I'm entitled to enrollment. This is, this is an email to enroll.

Speaker speaker\_2: Okay. So you're down there in open enrollment right now. Are you wanting to get enrolled into the health insurance?

Speaker speaker\_1: Yes.

Speaker speaker\_2: All right. What plans were you interested in?

Speaker speaker\_1: Um, what, what are my options? I mean...

Speaker speaker\_2: So they offer you medical, dental, short-term disability, life insurance, vision and a preventative care plan.

Speaker speaker\_1: Um, I would like, uh, medical, dental and vision.

Speaker speaker\_2: All right. For medical they offer you three different plans. They offer you the vi- um, Insured Plus Basic and the Insured Plus Enhanced. Both plans cover your doctor's visit and prescriptions. The only difference between the two, the Enhanced gives you more money and it covers more than the Basic. Basic is \$18. The Enhanced is \$25.17. And then they also offer you the MUC TeleRx, which is a preventative care plan. That'd be good for wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care coverages. And it also includes free Rx, so it gives you access to over 800 acute and chronic medications.

Speaker speaker\_1: Yeah, let's go with the, the, the most, the most, um, the highest one.

Speaker speaker\_2: Let's see, would the Insured Plus enhance?

Speaker speaker\_1: Yeah, 'cause I need all of that health. Yeah, uh... I need coverage.

Speaker speaker\_2: Well, did you want the preventative, did you want the preventative care as well? 'Cause it's not included in the f- in, uh, Insured Plus.

Speaker speaker\_1: Yeah, yeah. Get the preventative care. Yeah.

Speaker speaker\_2: All right.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: So with those three, with those four plans selected, your total will be \$47.07. Were you interested in a short-term disability or the life insurance?

Speaker speaker\_1: No, no, not those. Not yet.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Not yet.

Speaker speaker\_2: So with those four, \$47.07, do you authorize your employer to make these deductions?

Speaker speaker\_1: Yes, I authorize the employer to make this deduction.

Speaker speaker\_2: Thank you. So you're aware that your coverage won't become effective until next year?

Speaker speaker\_1: Until next year? Uh, when next year? Um...

Speaker speaker\_2: January 6th.

Speaker speaker\_1: February 6th?

Speaker speaker\_2: January 6th.

Speaker speaker\_1: Oh, January 6th, February. Okay. Okay. Yeah. I'm, I'm okay with that.

Speaker speaker\_2: All right. So the enrollment process... So the enrollment process, actually you won't have to worry about the enrollment process 'cause it should become active on the 6th. Um, once your coverage becomes active, your ID card's sent one to two weeks from the activation date.

Speaker speaker\_1: I should be receiving that by, by mail I'm assuming.

Speaker speaker\_2: Yes, sir. So you, if you wanted a physical copy of your medical card, you have to call and request it once your coverage becomes active. Otherwise, it's normally sent via email.

Speaker speaker\_1: Okay. Yeah, yeah. I'm gonna have to request a physical card then 'cause they're easier to-

Speaker speaker\_2: You have to, you have to call them once your coverage is active.

Speaker speaker\_1: Yeah, I'll... And then I, I call this, this same number that I just called?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Okay.

Speaker speaker\_2: All right. Well, is there anything else I can help you with today, Mr. Wilfredo?

Speaker speaker\_1: No, no, that's it. That's it. I just need to enroll in, um, in health insurance. That's all.

Speaker speaker\_2: All right. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker\_1: Thank you. Appreciate it very much.

Speaker speaker\_2: No problem. Thank you.