

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Uh, th- this is Lingulalashama. Say it. Lingulalashama. My policy, policy, uh, certification certified is 02587324. What staffing company do you work for us? Uh, Care Builders. Okay. For security purposes, can you verify your address and date of birth for me? March 13, 1962, and then 104 Forest Court, Apartment Two, Louisville, Kentucky 40206. Thank you. So we got your phone number at 200-4023. Perfect. And your email is revcashima@gmail.com. Correct. Okay. How can I help you today, mister? Yeah, I'm calling... I called the last time about, uh, uh, the bill receipt from, uh, last call, \$9.25. Mm-hmm. \$9.25. Sir, are you calling- sir, are you calling about a claim? Yeah. All right. So you want to reach out to the carrier directly if you're dealing with a claim. We don't do anything with claims here. What we can do? We don't do anything with claims here, sir. What we'll say? Because there's a \$9.25 just for lab, we could understand that we'll not pay \$925 if that's too much when we have insurance. I understand, sir, but we don't do anything with claims. You want to reach out to the car- the carrier directly. So you call about- Is this for medical? Yeah, my office, you said. Right. So you want to reach out to American Public Life. They're your carrier. I can give you their phone number whenever you're ready. Uh-huh. Yeah. All right, please. Because then... You ready? No, please. No, uh... Whenever you're ready, I can give you their phone number. Yeah, yeah, yeah. Uh, are you waiting a minute, please? Um, I think... All right. So the phone number is 1-800. Yeah, 1-800. What? You said eight- It's eight-... It's one- Eight. Yes, sir. It's- One, eight- So it's 800... Yes. 800, no. 1-800-256- Two, five, six. Yep. 8-6-0-6. 8-6-0-6. You said 800- Yep, and you want to hit... 256-8606. Yes, sir. You want to hit option four to speak with a representative. Representative. Okay. All right. Well, is there anything else I can help you with today, Mister Cashima? No, thank you. Thanks for calling Benefits- Oh, excuse me. ... In a Card. If you have questions, we can- No, no, no, no, no. Pl- please, pl- please, sir. Please. Um, we went to, uh, to the, um, uh, doctor of vision. They refused, uh, they refused our, or- our- our- our- our insurance. Why? Sir, did you go to metlife.com to see if they took your... if you were in network? Uh, maybe that's right. You said men? MetLife. M-E-T Life.com. Okay. You go to that website to find a doc- a vision doctor near you. Yeah. O- okay. Thank you. No problem, sir. You had a great wait. Thank you. No problem. Same to you. Mm-hmm. Bye. Thank you. Bye.

### Conversation Format

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

Speaker speaker\_1: Uh, th- this is Lingulashama.

Speaker speaker\_0: Say it.

Speaker speaker\_1: Lingulashama. My policy, policy, uh, certification certified is 02587324.

Speaker speaker\_0: What staffing company do you work for us?

Speaker speaker\_1: Uh, Care Builders.

Speaker speaker\_0: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: March 13, 1962, and then 104 Forest Court, Apartment Two, Louisville, Kentucky 40206.

Speaker speaker\_0: Thank you. So we got your phone number at 200-4023.

Speaker speaker\_1: Perfect.

Speaker speaker\_0: And your email is revcashima@gmail.com.

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. How can I help you today, mister?

Speaker speaker\_1: Yeah, I'm calling... I called the last time about, uh, uh, the bill receipt from, uh, last call, \$9.25.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: \$9.25.

Speaker speaker\_0: Sir, are you calling- sir, are you calling about a claim?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right. So you want to reach out to the carrier directly if you're dealing with a claim. We don't do anything with claims here.

Speaker speaker\_1: What we can do?

Speaker speaker\_0: We don't do anything with claims here, sir.

Speaker speaker\_1: What we'll say? Because there's a \$9.25 just for lab, we could understand that we'll not pay \$925 if that's too much when we have insurance.

Speaker speaker\_0: I understand, sir, but we don't do anything with claims. You want to reach out to the car- the carrier directly.

Speaker speaker\_1: So you call about-

Speaker speaker\_0: Is this for medical?

Speaker speaker\_1: Yeah, my office, you said.

Speaker speaker\_0: Right. So you want to reach out to American Public Life. They're your carrier. I can give you their phone number whenever you're ready.

Speaker speaker\_1: Uh-huh. Yeah. All right, please. Because then...

Speaker speaker\_0: You ready?

Speaker speaker\_1: No, please. No, uh...

Speaker speaker\_0: Whenever you're ready, I can give you their phone number.

Speaker speaker\_1: Yeah, yeah, yeah. Uh, are you waiting a minute, please? Um, I think...

Speaker speaker\_0: All right. So the phone number is 1-800.

Speaker speaker\_1: Yeah, 1-800. What? You said eight-

Speaker speaker\_0: It's eight-... It's one-

Speaker speaker\_1: Eight.

Speaker speaker\_0: Yes, sir. It's-

Speaker speaker\_1: One, eight-

Speaker speaker\_0: So it's 800... Yes.

Speaker speaker\_1: 800, no.

Speaker speaker\_0: 1-800-256-

Speaker speaker\_1: Two, five, six. Yep.

Speaker speaker\_0: 8-6-0-6.

Speaker speaker\_1: 8-6-0-6. You said 800-

Speaker speaker\_0: Yep, and you want to hit...

Speaker speaker\_1: 256-8606.

Speaker speaker\_0: Yes, sir. You want to hit option four to speak with a representative.

Speaker speaker\_1: Representative. Okay.

Speaker speaker\_0: All right. Well, is there anything else I can help you with today, Mister Cashima?

Speaker speaker\_1: No, thank you.

Speaker speaker\_0: Thanks for calling Benefits-

Speaker speaker\_1: Oh, excuse me.

Speaker speaker\_0: ... In a Card. If you have questions, we can-

Speaker speaker\_1: No, no, no, no, no. Pl- please, pl- please, sir. Please. Um, we went to, uh, to the, um, uh, doctor of vision. They refused, uh, they refused our, or- our- our- our- our insurance. Why?

Speaker speaker\_0: Sir, did you go to metlife.com to see if they took your... if you were in network?

Speaker speaker\_1: Uh, maybe that's right. You said men?

Speaker speaker\_0: MetLife. M-E-T Life.com.

Speaker speaker\_1: Okay.

Speaker speaker\_0: You go to that website to find a doc- a vision doctor near you. Yeah.

Speaker speaker\_1: O- okay. Thank you.

Speaker speaker\_0: No problem, sir. You had a great wait.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: No problem.

Speaker speaker\_1: Same to you. Mm-hmm. Bye.

Speaker speaker\_0: Thank you. Bye.