

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Cart. This is Malcolm. How can I help you? Yes, sir. How are you? I'm doing good. How about you? I'm doing good. Thanks for asking. Calling 'cause I used to work for you guys and I had the dental insurance. I think it was called MetLife. Was it MetLife? So the dental was covered by American Public Life. MetLife is the vision coverage. Which one is the dental coverage for- American Public Life. American Public Life. Okay. I'm not sure if it was called that when I last worked with you guys, but I le- I worked with you guys last year and I needed to file a claim under the insurance that I had, and I thought it was called MetLife. Yeah, MetLife is the vision. You want to- and American Public Life is what covers dental. I can give you their phone number, but we're Benefits in a Cart. We're just the plan administrator for health insurance for Staffing Companies. We aren't the carrier. So I'm trying to figure out who was the- the dental, 'cause I thought it was MetLife. It'd be American Public Life, ma'am. They- they cover vision plans. Okay, what's that number? It is 1-800- What's the- Mm-hmm. ... 256- 256. Uh-huh. 8606. And you want to hit- Okay, I got you. ... option four to speak with a representative. Okay. Could you transfer me or you can't do that? Yes, ma'am. Was there anything else that I can help you with today? That's it. Thank you. No problem. You have a great rest of your week. You too. See you.

Conversation Format

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

Speaker speaker_1: Yes, sir. How are you?

Speaker speaker_0: I'm doing good. How about you?

Speaker speaker_1: I'm doing good. Thanks for asking. Calling 'cause I used to work for you guys and I had the dental insurance. I think it was called MetLife. Was it MetLife?

Speaker speaker_0: So the dental was covered by American Public Life. MetLife is the vision coverage.

Speaker speaker_1: Which one is the dental coverage for-

Speaker speaker_0: American Public Life. American Public Life.

Speaker speaker_1: Okay. I'm not sure if it was called that when I last worked with you guys, but I le- I worked with you guys last year and I needed to file a claim under the insurance that I

had, and I thought it was called MetLife.

Speaker speaker_0: Yeah, MetLife is the vision. You want to- and American Public Life is what covers dental. I can give you their phone number, but we're Benefits in a Cart. We're just the plan administrator for health insurance for Staffing Companies. We aren't the carrier.

Speaker speaker_1: So I'm trying to figure out who was the- the dental, 'cause I thought it was MetLife.

Speaker speaker_0: It'd be American Public Life, ma'am. They- they cover vision plans.

Speaker speaker_1: Okay, what's that number?

Speaker speaker_0: It is 1-800-

Speaker speaker_1: What's the- Mm-hmm.

Speaker speaker_0: ... 256-

Speaker speaker_1: 256. Uh-huh.

Speaker speaker_0: 8606. And you want to hit-

Speaker speaker_1: Okay, I got you.

Speaker speaker_0: ... option four to speak with a representative.

Speaker speaker_1: Okay. Could you transfer me or you can't do that?

Speaker speaker_0: Yes, ma'am. Was there anything else that I can help you with today?

Speaker speaker_1: That's it. Thank you.

Speaker speaker_0: No problem. You have a great rest of your week.

Speaker speaker_1: You too.

Speaker speaker_0: See you.