

## Transcript: Malcolm

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Um, yes, Malcolm. I'm trying to... My husband has recently enrolled in benefits, and, um, I went online and set up the family account and everything. And, um, he signed up for medical and dental and vision for the family, including our two college-aged children. And I don't know, like... When I pull up the account online, it only shows, like, medical. And I don't really know how to tell my kids to be able to use the vision. And one of 'em needs to go to the eye doctor. And I don't know if you can check to make sure that he has the vision. I mean, that we actually have that coverage- Let me check on that. ... or if I'm looking in the right place or... I don't know. So, the vision would be on... You... It would be separate. It'd be... It wouldn't be with the medical, 'cause vision is covered by MetLife. Your medical is most likely covered by American Public Life. So, they're two separate carriers. So, you wouldn't be able to find your vision card with your medical card. Your medical card should be with your dental, 'cause American Public Life covers medical and dental, depending on what you get enrolled... what you, what he got enrolled into. What's the name of the company he works for? The staffing company? Focus Workforce. The last four of his social? And he has a multi... The last four of his social is, um, 3185. First name? I mean, I could give you his ID if you... Kevin Holcomb. Thank you. Uh-huh. Um... So, unfortunately, I wouldn't be able to go over his account, because it's not showing that he has family coverage. You have to call in for any further assistance. Okay. Who do, who does he need to call for that? He would call this same number. This 800 number? Yes, ma'am. That I just called? Yes, ma'am. And just tell you that he doesn't have the fam... He's not signed up as a family plan? I wouldn't... I would have to- Because I'm getting ready to call him and... I'm getting ready to call him and tell him that. And, um, when he calls you at lunch, I just wanna make sure that I'm giving him the right information. Yes, ma'am. Uh, yes. Yes. Um... So, he called... Go ahead and finish. What were you saying? I wouldn't be ab- I wouldn't be able to... I wouldn't be able to go over any information, but I do see that he does not have the family coverage. So, I'm not able to ex- I'm not able to talk about anything else until he calls you. Right. Would, would... But he, can he... But can you change it to family coverage or does he have to go to Focus, his Focus office first? That's what... That's my question. Like, if he calls you at lunch and says, "My wife says I'm n- I'm only s- I'm not signed up for family," can you do that for him or does he have to go to his employment agency first? That's the question I'm asking right now. Like, where does he need to start to fix it? Uh. I wouldn't be... So, I would be able to... I can't answer that question because technically it's, like, per- it's personal information that he has to know. And since you're not on his coverage, legally, I'm- I'm not allowed to discuss those things with you. You would have to just call and I would have to give him that update. Okay. I'm just gonna forewarn you that he's not gonna be happy if he

calls you first and you tell him that he's gotta go back to his employer first, when that's all I'm asking you. I'm not asking you... Could I please speak to your supervisor? Okay. I'm not asking you for any personal information. I'm not asking you for any medical information. I'm simply asking you how he is to correct it. Well, I mean, he works at a factory. He can only call you at lunch. And if he has to spend an hour on the phone at lunch because you can't answer one simple question, what... Please let me speak to a supervisor. Ma'am, I'll put you on brief hold. Nope. Thank you.

## Conversation Format

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

Speaker speaker\_1: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_2: Um, yes, Malcolm. I'm trying to... My husband has recently enrolled in benefits, and, um, I went online and set up the family account and everything. And, um, he signed up for medical and dental and vision for the family, including our two college-aged children. And I don't know, like... When I pull up the account online, it only shows, like, medical. And I don't really know how to tell my kids to be able to use the vision. And one of 'em needs to go to the eye doctor. And I don't know if you can check to make sure that he has the vision. I mean, that we actually have that coverage-

Speaker speaker\_1: Let me check on that.

Speaker speaker\_2: ... or if I'm looking in the right place or... I don't know.

Speaker speaker\_1: So, the vision would be on... You... It would be separate. It'd be... It wouldn't be with the medical, 'cause vision is covered by MetLife. Your medical is most likely covered by American Public Life. So, they're two separate carriers. So, you wouldn't be able to find your vision card with your medical card. Your medical card should be with your dental, 'cause American Public Life covers medical and dental, depending on what you get enrolled... what you, what he got enrolled into. What's the name of the company he works for? The staffing company?

Speaker speaker\_2: Focus Workforce.

Speaker speaker\_1: The last four of his social?

Speaker speaker\_2: And he has a multi... The last four of his social is, um, 3185.

Speaker speaker\_1: First name?

Speaker speaker\_2: I mean, I could give you his ID if you... Kevin Holcomb.

Speaker speaker\_1: Thank you. Uh-huh. Um... So, unfortunately, I wouldn't be able to go over his account, because it's not showing that he has family coverage. You have to call in for any further assistance.

Speaker speaker\_2: Okay. Who do, who does he need to call for that?

Speaker speaker\_1: He would call this same number.

Speaker speaker\_2: This 800 number?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: That I just called?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: And just tell you that he doesn't have the fam... He's not signed up as a family plan?

Speaker speaker\_1: I wouldn't... I would have to-

Speaker speaker\_2: Because I'm getting ready to call him and... I'm getting ready to call him and tell him that. And, um, when he calls you at lunch, I just wanna make sure that I'm giving him the right information.

Speaker speaker\_1: Yes, ma'am. Uh, yes. Yes. Um...

Speaker speaker\_2: So, he called... Go ahead and finish. What were you saying?

Speaker speaker\_1: I wouldn't be ab- I wouldn't be able to... I wouldn't be able to go over any information, but I do see that he does not have the family coverage. So, I'm not able to ex- I'm not able to talk about anything else until he calls you.

Speaker speaker\_2: Right. Would, would... But he, can he... But can you change it to family coverage or does he have to go to Focus, his Focus office first? That's what... That's my question. Like, if he calls you at lunch and says, "My wife says I'm n- I'm only s- I'm not signed up for family," can you do that for him or does he have to go to his employment agency first? That's the question I'm asking right now. Like, where does he need to start to fix it?

Speaker speaker\_1: Uh. I wouldn't be... So, I would be able to... I can't answer that question because technically it's, like, per- it's personal information that he has to know. And since you're not on his coverage, legally, I'm- I'm not allowed to discuss those things with you. You would have to just call and I would have to give him that update.

Speaker speaker\_2: Okay. I'm just gonna forewarn you that he's not gonna be happy if he calls you first and you tell him that he's gotta go back to his employer first, when that's all I'm asking you. I'm not asking you... Could I please speak to your supervisor?

Speaker speaker\_1: Okay.

Speaker speaker\_2: I'm not asking you for any personal information. I'm not asking you for any medical information. I'm simply asking you how he is to correct it. Well, I mean, he works at a factory. He can only call you at lunch. And if he has to spend an hour on the phone at lunch because you can't answer one simple question, what... Please let me speak to a supervisor.

Speaker speaker\_1: Ma'am, I'll put you on brief hold.

Speaker speaker\_2: Nope.

Speaker speaker\_1: Thank you.