

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Yeah, I received a text message that there's been a change to my benefits with insurance and I did not get an email. What staffing company do you work for? Uh, Superior Skills. What's the last four of your social? 5989. Name? John Wysong. All right. For security purposes, can you verify your address and date of birth for me? 27 Jacobs Walk, Lakeland, Georgia 31635 and John Wysong. I don't... Oh, 866- And your date of birth? 862. Thank you. There's no phone number on file. Would you like to add a phone number? How do you say there's no phone number when I got a text? Sir, that's a automatic text received from your staffing company. We're Benefits in a Card and we're a plan administrator for health insurance. Okay. Okay. Okay. 352-279-1532. You said two-... You said 352-279-1532? Yes. 352-279-1532. Thank you. So what does the text message say, sir? Um, it just said, "Important reminder to review your email received regarding the transition of your benefits effective 5/5. If you do not have... if you did not... if you have not received an email and you have questions, contact Benefits in a Card at your number." And that's it. Okay. So it looks like you do have a pending enrollment for the dental, the VIP Classic and the MEP stand-alone plan for you and your spouse. Yeah. I have regular health insurance and dental. Through your staffing company or outside of your staffing company? Through, through staffing company, yes. Okay. So it doesn't look like your spouse's information is on file. Would you like to add that information? What information do you need, buddy? I don't have her Social Security number. What do you need? So I would need first name, last name, social and date of... Well, actually first name, last name and date of birth. You trying to tell me that she's not covered or this is- So you don't have active cover- You don't have active coverage right now, sir. So I believe what that message was telling you is to make sure, 'cause you got transferred over to our benefits. So they... that text or that email was to let you know to make sure your information is up to date during that transition. Okay. Yeah, I need my wife involved in it also. So I have had insurance, but effective at that certain date then we have no insurance coverage? Yeah, right now it's not showing as... Right now it says as you don't have any coverage. They haven't started yet. Oh. And your, and your spouse's information is not on file. Okay, I need my wife's information on there. I don't have her Social Security number, but I will get it. So let's give it everything else, put her on file and I will call back with the, with their Social Security. Yes, sir. But I'm just, I'm ready whenever you are. Sheila Wysong. S-H-E-I-L-A W-Y-S-O-N-G and her birthdate is 8/20/1962. What else do you need there, bud, other than her Social? That'll be it. Yeah, so once we get that information, just give us a call back and we can get it updated for you. We're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. Okay. All right. I appreciate that. So is my insurance going to roll over into this or not? Yes, sir. That's why I was telling you you have the dental, the medical and the preventative care. That's with like the plans that they switched o-

they switched over from your previous coverage. Okay. And this takes effect on 5/5. And you were going to send us out new cards? Yes, sir. So the cards get sent once your coverage becomes active. You, you get physical cards one to two weeks from the date that your coverage becomes active. Okay. And what if I already have a doctor's appointment set up? What do you mean? Will I be covered within that two weeks even though I don't have a card yet? Oh, yes, sir. Yes, sir. Your coverage, your coverage is active as soon as it becomes active... Okay. ... that follow on Monday. Can she call in and, and give you her, uh, Social Security number without me having to do it? Yes, sir, 'cause she's on your, she's on your coverage. Okay. All right. I'll have her do that here in just a few minutes. All right. Well, was there anything else I could help you with today, Mr. John? I don't think so. I appreciate your help. No problem, Mr. John. Thanks for calling Benefits in a Card. I hope you have a great weekend, man. Thank you. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Yeah, I received a text message that there's been a change to my benefits with insurance and I did not get an email.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Uh, Superior Skills.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 5989.

Speaker speaker_0: Name?

Speaker speaker_1: John Wysong.

Speaker speaker_0: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 27 Jacobs Walk, Lakeland, Georgia 31635 and John Wysong. I don't... Oh, 866-

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 862.

Speaker speaker_0: Thank you. There's no phone number on file. Would you like to add a phone number?

Speaker speaker_1: How do you say there's no phone number when I got a text?

Speaker speaker_0: Sir, that's a automatic text received from your staffing company. We're Benefits in a Card and we're a plan administrator for health insurance.

Speaker speaker_1: Okay. Okay. Okay. 352-279-1532.

Speaker speaker_0: You said two-... You said 352-279-1532?

Speaker speaker_1: Yes. 352-279-1532.

Speaker speaker_0: Thank you. So what does the text message say, sir?

Speaker speaker_1: Um, it just said, "Important reminder to review your email received regarding the transition of your benefits effective 5/5. If you do not have... if you did not... if you have not received an email and you have questions, contact Benefits in a Card at your number." And that's it.

Speaker speaker_0: Okay. So it looks like you do have a pending enrollment for the dental, the VIP Classic and the MEP stand-alone plan for you and your spouse.

Speaker speaker_1: Yeah. I have regular health insurance and dental.

Speaker speaker_0: Through your staffing company or outside of your staffing company?

Speaker speaker_1: Through, through staffing company, yes.

Speaker speaker_0: Okay. So it doesn't look like your spouse's information is on file. Would you like to add that information?

Speaker speaker_1: What information do you need, buddy? I don't have her Social Security number. What do you need?

Speaker speaker_0: So I would need first name, last name, social and date of... Well, actually first name, last name and date of birth.

Speaker speaker_1: You trying to tell me that she's not covered or this is-

Speaker speaker_0: So you don't have active cover- You don't have active coverage right now, sir. So I believe what that message was telling you is to make sure, 'cause you got transferred over to our benefits. So they... that text or that email was to let you know to make sure your information is up to date during that transition.

Speaker speaker_1: Okay. Yeah, I need my wife involved in it also. So I have had insurance, but effective at that certain date then we have no insurance coverage?

Speaker speaker_0: Yeah, right now it's not showing as... Right now it says as you don't have any coverage. They haven't started yet.

Speaker speaker_1: Oh.

Speaker speaker_0: And your, and your spouse's information is not on file.

Speaker speaker_1: Okay, I need my wife's information on there. I don't have her Social Security number, but I will get it. So let's give it everything else, put her on file and I will call back with the, with their Social Security.

Speaker speaker_0: Yes, sir. But I'm just, I'm ready whenever you are.

Speaker speaker_1: Sheila Wysong. S-H-E-I-L-A W-Y-S-O-N-G and her birthdate is 8/20/1962. What else do you need there, bud, other than her Social?

Speaker speaker_0: That'll be it. Yeah, so once we get that information, just give us a call back and we can get it updated for you. We're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker_1: Okay. All right. I appreciate that. So is my insurance going to roll over into this or not?

Speaker speaker_0: Yes, sir. That's why I was telling you you have the dental, the medical and the preventative care. That's with like the plans that they switched o- they switched over from your previous coverage.

Speaker speaker_1: Okay. And this takes effect on 5/5. And you were going to send us out new cards?

Speaker speaker_0: Yes, sir. So the cards get sent once your coverage becomes active. You, you get physical cards one to two weeks from the date that your coverage becomes active.

Speaker speaker_1: Okay. And what if I already have a doctor's appointment set up?

Speaker speaker_0: What do you mean?

Speaker speaker_1: Will I be covered within that two weeks even though I don't have a card yet?

Speaker speaker_0: Oh, yes, sir. Yes, sir. Your coverage, your coverage is active as soon as it becomes active...

Speaker speaker_1: Okay.

Speaker speaker_0: ... that follow on Monday.

Speaker speaker_1: Can she call in and, and give you her, uh, Social Security number without me having to do it?

Speaker speaker_0: Yes, sir, 'cause she's on your, she's on your coverage.

Speaker speaker_1: Okay. All right. I'll have her do that here in just a few minutes.

Speaker speaker_0: All right. Well, was there anything else I could help you with today, Mr. John?

Speaker speaker_1: I don't think so. I appreciate your help.

Speaker speaker_0: No problem, Mr. John. Thanks for calling Benefits in a Card. I hope you have a great weekend, man.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Thank you.