

## **Transcript: Malcolm**

**Nash-5019040890667008-6407018057744384**

### **Full Transcript**

Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Hi, Malcolm. My name is Lacey Sayler. Can you hear me? Okay. Yes, ma'am. How can I help you? Um, I'm calling to, um, get information on how I go, what steps I take to set up my pra- primary care provider through my medical. Say that one more time please. Um, can you tell me how, uh, what I need to do to set up my primary care provider through the medical that I have here? I need- What do you mean? What do you need set up your- I just enro- ... primary care provider? Okay. So I just enrolled with AS or ASD, American Staff Corps. Mm-hmm. Received my, uh, Benefits in a Card through 90 Degree Benefit. I received them in the mail, so I'm enrolled in their medical. Are you not with them? Yes, ma'am. We're Benefits- Hello. ... in a Card. Yes, ma'am. We're Benefits- Okay. ... in a Card. I would like to set up my PCP. I would like to set up my PCP, and I'm not sure how to do that. What's the last four of your social? 6753. First name? Lacey. Last name? Sayler. And for security purposes, can you verify your address and date of birth for me? 412 North 194th West Avenue, Sand Springs, Oklahoma 74063. 918-691-7450 is my phone number. You need my date of birth, right? I'm sorry. Yes, ma'am. 2/23/83. Okay. So you got your email at laceysaylor22@gmail.com? Yes, sir. That's correct. Thank you. Your email fine. Put you on a brief hold. No, no. Not at all. Thank you. 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: Hi, Malcolm. My name is Lacey Sayler. Can you hear me? Okay.

Speaker speaker\_0: Yes, ma'am. How can I help you?

Speaker speaker\_1: Um, I'm calling to, um, get information on how I go, what steps I take to set up my pra- primary care provider through my medical.

Speaker speaker\_0: Say that one more time please.

Speaker speaker\_1: Um, can you tell me how, uh, what I need to do to set up my primary care provider through the medical that I have here? I need-

Speaker speaker\_0: What do you mean? What do you need set up your-

Speaker speaker\_1: I just enro-

Speaker speaker\_0: ... primary care provider?

Speaker speaker\_1: Okay. So I just enrolled with AS or ASD, American Staff Corps.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Received my, uh, Benefits in a Card through 90 Degree Benefit. I received them in the mail, so I'm enrolled in their medical. Are you not with them?

Speaker speaker\_0: Yes, ma'am. We're Benefits-

Speaker speaker\_1: Hello.

Speaker speaker\_0: ... in a Card. Yes, ma'am. We're Benefits-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... in a Card.

Speaker speaker\_1: I would like to set up my PCP. I would like to set up my PCP, and I'm not sure how to do that.

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: 6753.

Speaker speaker\_0: First name?

Speaker speaker\_1: Lacey.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Sayler.

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

Speaker speaker\_1: 412 North 194th West Avenue, Sand Springs, Oklahoma 74063. 918-691-7450 is my phone number. You need my date of birth, right? I'm sorry.

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: 2/23/83.

Speaker speaker\_0: Okay. So you got your email at laceysaylor22@gmail.com?

Speaker speaker\_1: Yes, sir. That's correct.

Speaker speaker\_0: Thank you. Your email fine. Put you on a brief hold.

Speaker speaker\_1: No, no. Not at all. Thank you.

Speaker speaker\_0: Thank you.