

Transcript: Malcolm

Nash-5068706572058624-6605453034438656

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi. Yes. I was just seeing if I have coverage to get labs done. So, I wouldn't be able to tell you what specifically you can get done, but I can tell you that we have active coverage. What staffing company do you work for? Yeah. Noor Staffing Group, N-O-O-R. What's the last four of your social? Yep. 1209. First name? Yeah. Amy. Okay. For security purposes, can you verify your address and date of birth for me? Yep. 6765 Corporate Boulevard, Apartment 6110 Baton Rouge, Louisiana 70809. November 25th, 1987. Thank you. So, we got your phone number at 301-3641? Yep. And we got email als8165@gmail.com? Yep. Thank you. So, it looks like you have the virtual primary care, the vision and the VIP Classic, and you do have active coverage. Okay. Um, so how would I find out if I can get labs drawn if that's something you- I can give you your carrier's phone numbers to contact them directly. Yeah. Whenever you're ready. Okay, hold on one second. Okay. Um, I'm ready. Right. So, it's going to be American Public Life. That'll be your carrier for your medical. Their phone number is 1-800-256-8606. And you want to hit option four to speak with a representative. Okay. Awesome. Perfect. All right. Thank you. No problem, Miss Amy. You have a great rest of your week. Thanks. You too. Bye-bye. Thank you.

Conversation Format

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

Speaker speaker_1: Hi. Yes. I was just seeing if I have coverage to get labs done.

Speaker speaker_0: So, I wouldn't be able to tell you what specifically you can get done, but I can tell you that we have active coverage. What staffing company do you work for?

Speaker speaker_1: Yeah. Noor Staffing Group, N-O-O-R.

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

Speaker speaker_1: Yep. 1209.

Speaker speaker_0: First name?

Speaker speaker_1: Yeah. Amy.

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

Speaker speaker_1: Yep. 6765 Corporate Boulevard, Apartment 6110 Baton Rouge, Louisiana 70809. November 25th, 1987.

Speaker speaker_0: Thank you. So, we got your phone number at 301-3641?

Speaker speaker_1: Yep.

Speaker speaker_0: And we got email als8165@gmail.com?

Speaker speaker_1: Yep.

Speaker speaker_0: Thank you. So, it looks like you have the virtual primary care, the vision and the VIP Classic, and you do have active coverage.

Speaker speaker_1: Okay. Um, so how would I find out if I can get labs drawn if that's something you-

Speaker speaker_0: I can give you your carrier's phone numbers to contact them directly.

Speaker speaker_1: Yeah.

Speaker speaker_0: Whenever you're ready.

Speaker speaker_1: Okay, hold on one second. Okay. Um, I'm ready.

Speaker speaker_0: Right. So, it's going to be American Public Life. That'll be your carrier for your medical. Their phone number is 1-800-256-8606. And you want to hit option four to speak with a representative.

Speaker speaker_1: Okay. Awesome. Perfect. All right. Thank you.

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

Speaker speaker_1: Thanks. You too. Bye-bye.

Speaker speaker_0: Thank you.