

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Denial, how can I help you? Yes, good morning. It's Alex Able, um, I work with NAU now, right? I followed the link and I had enrolled back in January and when I pulled up my profile, it shows that I enrolled back in January but it doesn't show active. And then there's no, there's nowhere on the site where it says I can submit. I can't pick a day, I can't do anything. No one to speak to. What are you referring to exactly, ma'am, health insurance? Health insurance down at 388. What's the last four on your social? 8075. First name? Alex. Last name? Able, A-B-L-E. Okay. For security purposes, please verify your date of birth for me. 10/13/87. Okay, sir. And address? Currently it's 7828 Ancestry Lane, Nice Corner, South Florida 32601. Thank you. So we got your phone number, 843-826-9254. Yes, sir. And your email is alexable00@gmail.com? Yes, sir. It is... All right. So it looks like your coverage just became active as of yesterday. Oh, fantastic. That's, that's great then. I did not know that. Um, sir, is there... Can you... Is there a way you can email me the medical card? So your coverage since it just became active yesterday, they're still processing the ID cards. I will call back around Thursday or Friday to see if we can get things sent- Thursday? ... to you officially. Typically, that's when those are mailed out. Okay. Oh, okay. So Thursday or Friday, you said? Typically, that's when that digital card is available. Yes, sir. Okay. Perfect. All right. Well, I appreciate it. I really appreciate that. No problem, Mr. Alex. Was there anything else I can help you with today? Uh, no, sir. You've been a big help. I really appreciate it. No problem. If there's nothing else, Mr. Alex, thanks for calling Benefits in a Card. I hope you have a great rest of your week. You too. Have a great day. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Denial, how can I help you?

Speaker speaker_1: Yes, good morning. It's Alex Able, um, I work with NAU now, right? I followed the link and I had enrolled back in January and when I pulled up my profile, it shows that I enrolled back in January but it doesn't show active. And then there's no, there's nowhere on the site where it says I can submit. I can't pick a day, I can't do anything. No one to speak to.

Speaker speaker_0: What are you referring to exactly, ma'am, health insurance?

Speaker speaker_1: Health insurance down at 388.

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

Speaker speaker_1: 8075.

Speaker speaker_0: First name?

Speaker speaker_1: Alex.

Speaker speaker_0: Last name?

Speaker speaker_1: Able, A-B-L-E.

Speaker speaker_0: Okay. For security purposes, please verify your date of birth for me.

Speaker speaker_1: 10/13/87.

Speaker speaker_2: Okay, sir.

Speaker speaker_0: And address?

Speaker speaker_1: Currently it's 7828 Ancestry Lane, Nice Corner, South Florida 32601.

Speaker speaker_0: Thank you. So we got your phone number, 843-826-9254.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And your email is alexable00@gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: It is... All right. So it looks like your coverage just became active as of yesterday.

Speaker speaker_1: Oh, fantastic. That's, that's great then. I did not know that. Um, sir, is there... Can you... Is there a way you can email me the medical card?

Speaker speaker_0: So your coverage since it just became active yesterday, they're still processing the ID cards. I will call back around Thursday or Friday to see if we can get things sent-

Speaker speaker_1: Thursday?

Speaker speaker_0: ... to you officially. Typically, that's when those are mailed out.

Speaker speaker_1: Okay. Oh, okay. So Thursday or Friday, you said?

Speaker speaker_0: Typically, that's when that digital card is available. Yes, sir.

Speaker speaker_1: Okay. Perfect. All right. Well, I appreciate it. I really appreciate that.

Speaker speaker_0: No problem, Mr. Alex. Was there anything else I can help you with today?

Speaker speaker_1: Uh, no, sir. You've been a big help. I really appreciate it.

Speaker speaker_0: No problem. If there's nothing else, Mr. Alex, thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_1: You too. Have a great day.

Speaker speaker_0: Thank you.