

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hi. I was calling about, um, medications and what you all cover, if you cover anything at all? Sorry, are you, are you already enrolled? Any of you have questions? Yes, I'm already enrolled. All right. So we're not the carrier. What, what staffing company do you work for? I work for, um, um, American Staffing... Hold on. American Staff Corps? Yes. And am I gonna get any kind of information? I mean, I, it, you're, you're taking this outta my... What's the last four of your Social, ma'am? Hello? I just picked up a prescription and paid like \$150 for it, because they don't even know what... I don't know, it's kinda stupid. What's the last four of your Social, ma'am? Um, 1467. First name? Kalyn. K-A-L-Y-N. Last name? Thompson. Right. For security purposes, can you verify your address and date of birth for me? Okay. It's 11214 South Birch Street, Jenks, Oklahoma 74037. My birthday is 11/10/76. Thank you. So we got good phone number, 918-638-9350? Yes, that's correct. And the email is bk- um, bjkalyn0703@gmail.com? Yes, that's correct. Thank you. So it looks like you have the dental and the VIP Classic Plan. It looks like your coverage just became active as of the 3rd. It does take one to two weeks for your ID cards to get to you physically. Did you want me to send them to you digitally while you waited on the physical copy? Um, yes. Yes, please. And is there any way I can get reimbursed, if I can get any kind of reimbursement for my prescription? So I wouldn't... The impre- for the prescription part, that's something you would reach out to the carrier about. We're not the carrier. We're just the plan administrator. All we do is get you- Oh, okay. ... enrolled um, enrolled from the covers. Your carrier for the both the dental- Oh, okay. ... and the physical will be American Public Life. Okay. Okay, okay. And I can give you their phone number whenever you're ready. Okay. Hold on one second then. Okay, go ahead. Right. So their phone number is 1-800- Uh-huh. ... 256-8606. And you wanna hit option 4- Okay. ... to speak with a representative. Okay. All right. And you mind if I return the phone- Thank you, thanks. While I get those ID cards for you? Sure, sure. Thank you. Thank you. Hey, are you there, Ms. Thompson? Yes, I am. I, I just sent those ID cards to both of your emails that's on file. We got the bjkalyn0703@gmail.com and then we got a kalynthomson0703@gmail.com. Um, it's, it's, um... I, I just got them. It's the bjkalyn0703. Okay. So do I, should I remove that other email? Yes, please. Thank you. All right. Well, was there anything else I could help you with today, Ms. Thompson? That's it. Thank you so much. No problem. Thanks for calling Benefits in the Card. Hope you have a great rest of your week. Thank you, you too. Thank you. Bye-bye. Thanks.

Conversation Format

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

Speaker speaker_1: Hi. I was calling about, um, medications and what you all cover, if you cover anything at all?

Speaker speaker_0: Sorry, are you, are you already enrolled? Any of you have questions?

Speaker speaker_1: Yes, I'm already enrolled.

Speaker speaker_0: All right. So we're not the carrier. What, what staffing company do you work for?

Speaker speaker_1: I work for, um, um, American Staffing... Hold on.

Speaker speaker_0: American Staff Corps?

Speaker speaker_1: Yes. And am I gonna get any kind of information? I mean, I, it, you're, you're taking this outta my...

Speaker speaker_0: What's the last four of your Social, ma'am? Hello?

Speaker speaker_1: I just picked up a prescription and paid like \$150 for it, because they don't even know what... I don't know, it's kinda stupid.

Speaker speaker_0: What's the last four of your Social, ma'am?

Speaker speaker_1: Um, 1467.

Speaker speaker_0: First name?

Speaker speaker_1: Kalyn. K-A-L-Y-N.

Speaker speaker_0: Last name?

Speaker speaker_1: Thompson.

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

Speaker speaker_1: Okay. It's 11214 South Birch Street, Jenks, Oklahoma 74037. My birthday is 11/10/76.

Speaker speaker_0: Thank you. So we got good phone number, 918-638-9350?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: And the email is bk- um, bjkalyn0703@gmail.com?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: Thank you. So it looks like you have the dental and the VIP Classic Plan. It looks like your coverage just became active as of the 3rd. It does take one to two weeks for your ID cards to get to you physically. Did you want me to send them to you digitally while you

waited on the physical copy?

Speaker speaker_1: Um, yes. Yes, please. And is there any way I can get reimbursed, if I can get any kind of reimbursement for my prescription?

Speaker speaker_0: So I wouldn't... The impre- for the prescription part, that's something you would reach out to the carrier about. We're not the carrier. We're just the plan administrator. All we do is get you-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... enrolled um, enrolled from the covers. Your carrier for the both the dental-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... and the physical will be American Public Life.

Speaker speaker_1: Okay. Okay, okay.

Speaker speaker_0: And I can give you their phone number whenever you're ready.

Speaker speaker_1: Okay. Hold on one second then. Okay, go ahead.

Speaker speaker_0: Right. So their phone number is 1-800-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... 256-8606. And you wanna hit option 4-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to speak with a representative.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. And you mind if I return the phone-

Speaker speaker_1: Thank you, thanks.

Speaker speaker_0: While I get those ID cards for you?

Speaker speaker_1: Sure, sure. Thank you.

Speaker speaker_0: Thank you. Hey, are you there, Ms. Thompson?

Speaker speaker_1: Yes, I am.

Speaker speaker_0: I, I just sent those ID cards to both of your emails that's on file. We got the bjkaly0703@gmail.com and then we got a kalynthomson0703@gmail.com.

Speaker speaker_1: Um, it's, it's, um... I, I just got them. It's the bjkaly0703.

Speaker speaker_0: Okay. So do I, should I remove that other email?

Speaker speaker_1: Yes, please.

Speaker speaker_0: Thank you. All right. Well, was there anything else I could help you with today, Ms. Thompson?

Speaker speaker_1: That's it. Thank you so much.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Card. Hope you have a great rest of your week.

Speaker speaker_1: Thank you, you too.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye-bye.

Speaker speaker_0: Thanks.