Transcript: Malcolm Nash-5254100194344960-4668620151111680

Full Transcript

Thank you for calling Benefits in a Card. This is Malcolm, how can I help you? Hi, Malcolm. I was calling because I have a doctor's appointment this afternoon and, um, I wanted to make sure, uh, I know the doctor's probably going to be, uh, wanting to schedule me for, um, a colonoscopy, and I was wondering if I was c- covered for that. So I wouldn't be able to tell you what's covered, but I can tell you- Oh. ... if you have active coverage or not. Okay. If I have the right coverage, is that what you're asking? I can tell you, I can tell you if your coverage is active or not. I couldn't say you was- Oh. ... covered ƒ because- Yeah. Oh. ... we're not ƒ we're in ƒ, we're just a plan administrator. Oh. So that's all you can tell me if I'm covered 'cause I already do know that I am covered ƒor... I mean, paid out. Is that what you mean? Yeah. I can just tell you if you have active coverage. Okay. I-... You mean, i- if I do know that I am active, so that's all you can tell me? Yes, sir. If you- How would I- ... want something t- that... So you d-... do you have... I would have to pull up your account to see what plans you have. What staffing company you work for? Partners Personnel. The last four of your Social? 9121. First name? David. Last name? Romero. R-O-M-E-R-O. All right. For security purposes, can you verify your address and date of birth for me? 13686 East 7th Avenue, Aurora, and my birthday is 7/15/63. Thank you. All right. So yeah, yeah, Amer-... Your cover is with your carrier, with the American Public Life. I can give you their phone number whenever you're ready. Okay. Go ahead. All right. So their phone number is 1-800- Okay. ... 256- What? I'm sorry. You cut out. 256- 256? Mm-hmm. 2- 8- 5, 6. 8606 8... 8606. And you want to hit option four- And that's Amer- ... for a representative. And... I'm sorry, say that again. And when you hit option four, it is equal to representative. Yeah. What was your question? Uh, if I'm covered for a colonoscopy procedure. Oh, no. I thought you were... I wou-... I wouldn't be able to answer that question. I thought you was asking- Oh. ... something else ƒ- telling you the phone number. Oh. Oh, no, that's all. So I call this number and that's, that's American Public Life? Yes, sir. They're your carrier, and they'll be able to answer that question for you. Oh, finally. All right. Well, thank you so much, Malcolm. No problem. Was there anything else- But- ... I could help you with today? No, that's all. Thank you. No problem. Thanks for calling Benefits in a Card, Mr. Davido. Hope you have a great rest of your week. Thank you. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Hi, Malcolm. I was calling because I have a doctor's appointment this afternoon and, um, I wanted to make sure, uh, I know the doctor's probably going to be, uh, wanting to schedule me for, um, a colonoscopy, and I was wondering if I was c- covered for that.

Speaker speaker_0: So I wouldn't be able to tell you what's covered, but I can tell you-

Speaker speaker_1: Oh.

Speaker speaker_0: ... if you have active coverage or not.

Speaker speaker_1: Okay. If I have the right coverage, is that what you're asking?

Speaker speaker_0: I can tell you, I can tell you if your coverage is active or not. I couldn't say you was-

Speaker speaker_1: Oh.

Speaker speaker_0: ... covered f because-

Speaker speaker_1: Yeah. Oh.

Speaker speaker_0: ... we're not f we're in f, we're just a plan administrator.

Speaker speaker_1: Oh. So that's all you can tell me if I'm covered 'cause I already do know that I am covered $f$or... I mean, paid out. Is that what you mean?

Speaker speaker_0: Yeah. I can just tell you if you have active coverage.

Speaker speaker_1: Okay. I-... You mean, i- if I do know that I am active, so that's all you can tell me?

Speaker speaker_0: Yes, sir. If you-

Speaker speaker_1: How would I-

Speaker speaker_0: ... want something t- that... So you d-... do you have... I would have to pull up your account to see what plans you have. What staffing company you work for?

Speaker speaker_1: Partners Personnel.

Speaker speaker_0: The last four of your Social?

Speaker speaker_1: 9121.

Speaker speaker_0: First name?

Speaker speaker_1: David.

Speaker speaker_0: Last name?

Speaker speaker_1: Romero. R-O-M-E-R-O.

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

Speaker speaker_1: 13686 East 7th Avenue, Aurora, and my birthday is 7/15/63.

Speaker speaker_0: Thank you. All right. So yeah, yeah, Amer-... Your cover is with your carrier, with the American Public Life. I can give you their phone number whenever you're ready.

Speaker speaker_1: Okay. Go ahead.

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

Speaker speaker_1: Okay.

Speaker speaker_0: ... 256-

Speaker speaker_1: What? I'm sorry. You cut out.

Speaker speaker_0: 256-

Speaker speaker_1: 256?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: 2-

Speaker speaker_0: 8-

Speaker speaker_1: 5, 6.

Speaker speaker_0: 8606

Speaker speaker_1: 8... 8606.

Speaker speaker_0: And you want to hit option four-

Speaker speaker_1: And that's Amer-

Speaker speaker_0: ... for a representative.

Speaker speaker_1: And... I'm sorry, say that again.

Speaker speaker_0: And when you hit option four, it is equal to representative.

Speaker speaker_1: Yeah.

Speaker speaker_0: What was your question?

Speaker speaker_1: Uh, if I'm covered for a colonoscopy procedure.

Speaker speaker_0: Oh, no. I thought you were... I wou-... I wouldn't be able to answer that question. I thought you was asking-

Speaker speaker_1: Oh.

Speaker speaker_0: ... something else ƒ- telling you the phone number.

Speaker speaker_1: Oh. Oh, no, that's all. So I call this number and that's, that's American Public Life?

Speaker speaker_0: Yes, sir. They're your carrier, and they'll be able to answer that question for you.

Speaker speaker_1: Oh, finally. All right. Well, thank you so much, Malcolm.

Speaker speaker_0: No problem. Was there anything else-

Speaker speaker_1: But-

Speaker speaker_0: ... I could help you with today?

Speaker speaker_1: No, that's all. Thank you.

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

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Thank you.