

## **Transcript: Malcolm**

**Nash-5330443800199168-5275052613615616**

### **Full Transcript**

Thanks for calling Benefits Center Card. This is Malcolm, how can I help you? Yes, Malcolm. My name is Arlene Hill and I don't have a physical benefits card and I am trying to, um, check on my status as far as my benefits. What staffing company do you work for? Employee Bridge. I mean the staffing company you went through to get that job. Employee Bridge or Resource MFG. You're saying a resource company? Resource MFG or you... It, it might be under Employee Bridge, E-M-P-L-O-Y B-R-I-D-G-E. All right, let's try this. What's the last four of your social? 2629. How do you spell your first name? A-R-L-E-N-E. MAU? Yes. Okay. For security purposes, can you verify your address and date of birth for me? 970 Apple Orchard Road, Clinton, South Carolina 29325. Date of birth? January the 23rd, 1966. Thank you. So we got your phone number, 715-4983? Yes, the number I'm calling from. And then your email is arlenehill679@yahoo.com? Yes. Thank you. And so you... When you say you don't have your card, you mean your medical card? Yes and, uh, of course, we need to find out about dental insurance. So when you say you have physical- I guess that's all... Is there... I, I don't have a, it... They haven't mailed me one, so I don't have anything to go to the doctor with. So have... So it looks like- So I need something. So it looks like you called on the 12th to request your ID card to be sent via email. Do you not have it? And, and... No, sir. Uh, it didn't, it ain't been coming through and I've been wondering. Okay. You mind if I put you on a brief hold while I get those for you? Okay. Thank you. Are you there, Ms. Hill? Yeah. What ID cards did you say you needed? The, um, the, um, insurance cards for me to go to the doctor and the dentist. So, so, so wait, so I remember speaking with you on the 20th? You said you wanted- Mm-hmm. ... to drop the dental and the vision? So did you make that change? No, but I talked to somebody... Yes. Okay. So when did that happen? Last week, last week, about a week or two ago. All right. So it doesn't look like... Okay. I, I think I see where the change has happened. Mm-hmm. So the change has just happened today. Okay. So your dental just became active today, and that's why I can't see a dental card. Okay, I see now. Okay. Um, so I will call back around Thursday or Friday to see about getting your digital, your digital, your dental card sent digitally. Right now it's not showing up in the system, because I was curious. I'm looking at my notes that I left. I canceled, I canceled, I canceled that on 1/20. So then you called back and they gotta add it back. Right. Right. So- So if I go to the d- But if nothing... If I go to the... Okay. Go ahead. So I need to wait before I go to the dentist? So if you were to go to the dentist right now, we wouldn't have any information to provide you with. You would have to file a claim- Mm-hmm. ... whenever you get done, and then give them your information once you receive your ID, your ID card. Or you can wait until you have the, the digital version, whichever you prefer. Okay, because... Okay. So I will have to file a claim with the insurance company? Yes. Okay. All right then. Thank you. But I did just send you your, um, both medical cards. Okay. So the dental card, I won't have them 'til Friday? Uh, for the digital versions, yes.

Okay. But I'm just a- asking a question. If I was to go today, can they call y'all and get, get, uh, get something? So we, they, there wouldn't be anything that we could provide. I, like I looked up your account where I found your medical card, because they both covered by the same carrier, and your dental wasn't even showing up in the system yet. Okay. All right then. All right then. Thank you. No problem, Ms. Hill. Was there anything else I can help you with today? That'll be all. Thanks for calling Benefits in the Card. Uh-huh. I hope you have a great rest of your week. Okay.

## Conversation Format

Speaker speaker\_0: Thanks for calling Benefits Center Card. This is Malcolm, how can I help you?

Speaker speaker\_1: Yes, Malcolm. My name is Arlene Hill and I don't have a physical benefits card and I am trying to, um, check on my status as far as my benefits.

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: Employee Bridge.

Speaker speaker\_0: I mean the staffing company you went through to get that job.

Speaker speaker\_1: Employee Bridge or Resource MFG.

Speaker speaker\_0: You're saying a resource company?

Speaker speaker\_1: Resource MFG or you... It, it might be under Employee Bridge, E-M-P-L-O-Y B-R-I-D-G-E.

Speaker speaker\_0: All right, let's try this. What's the last four of your social?

Speaker speaker\_1: 2629.

Speaker speaker\_0: How do you spell your first name?

Speaker speaker\_1: A-R-L-E-N-E.

Speaker speaker\_0: MAU?

Speaker speaker\_1: Yes.

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

Speaker speaker\_1: 970 Apple Orchard Road, Clinton, South Carolina 29325.

Speaker speaker\_0: Date of birth?

Speaker speaker\_1: January the 23rd, 1966.

Speaker speaker\_0: Thank you. So we got your phone number, 715-4983?

Speaker speaker\_1: Yes, the number I'm calling from.

Speaker speaker\_0: And then your email is arlenehill679@yahoo.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you. And so you... When you say you don't have your card, you mean your medical card?

Speaker speaker\_1: Yes and, uh, of course, we need to find out about dental insurance.

Speaker speaker\_0: So when you say you have physical-

Speaker speaker\_1: I guess that's all... Is there... I, I don't have a, it... They haven't mailed me one, so I don't have anything to go to the doctor with.

Speaker speaker\_0: So have... So it looks like-

Speaker speaker\_1: So I need something.

Speaker speaker\_0: So it looks like you called on the 12th to request your ID card to be sent via email. Do you not have it?

Speaker speaker\_1: And, and... No, sir. Uh, it didn't, it ain't been coming through and I've been wondering.

Speaker speaker\_0: Okay. You mind if I put you on a brief hold while I get those for you?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Thank you. Are you there, Ms. Hill?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: What ID cards did you say you needed?

Speaker speaker\_1: The, um, the, um, insurance cards for me to go to the doctor and the dentist.

Speaker speaker\_0: So, so, so wait, so I remember speaking with you on the 20th? You said you wanted-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... to drop the dental and the vision? So did you make that change?

Speaker speaker\_1: No, but I talked to somebody... Yes.

Speaker speaker\_0: Okay. So when did that happen?

Speaker speaker\_1: Last week, last week, about a week or two ago.

Speaker speaker\_0: All right. So it doesn't look like... Okay. I, I think I see where the change has happened.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So the change has just happened today.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So your dental just became active today, and that's why I can't see a dental card. Okay, I see now.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, so I will call back around Thursday or Friday to see about getting your digital, your digital, your dental card sent digitally. Right now it's not showing up in the system, because I was curious. I'm looking at my notes that I left. I canceled, I canceled, I canceled that on 1/20. So then you called back and they gotta add it back.

Speaker speaker\_1: Right.

Speaker speaker\_0: Right. So-

Speaker speaker\_1: So if I go to the d-

Speaker speaker\_0: But if nothing...

Speaker speaker\_1: If I go to the... Okay.

Speaker speaker\_0: Go ahead.

Speaker speaker\_1: So I need to wait before I go to the dentist?

Speaker speaker\_0: So if you were to go to the dentist right now, we wouldn't have any information to provide you with. You would have to file a claim-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... whenever you get done, and then give them your information once you receive your ID, your ID card. Or you can wait until you have the, the digital version, whichever you prefer.

Speaker speaker\_1: Okay, because... Okay. So I will have to file a claim with the insurance company?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay. All right then. Thank you.

Speaker speaker\_0: But I did just send you your, um, both medical cards.

Speaker speaker\_1: Okay. So the dental card, I won't have them 'til Friday?

Speaker speaker\_0: Uh, for the digital versions, yes.

Speaker speaker\_1: Okay. But I'm just a- asking a question. If I was to go today, can they call y'all and get, get, uh, get something?

Speaker speaker\_0: So we, they, there wouldn't be anything that we could provide. I, like I looked up your account where I found your medical card, because they both covered by the same carrier, and your dental wasn't even showing up in the system yet.

Speaker speaker\_1: Okay. All right then. All right then. Thank you.

Speaker speaker\_0: No problem, Ms. Hill. Was there anything else I can help you with today?

Speaker speaker\_1: That'll be all.

Speaker speaker\_0: Thanks for calling Benefits in the Card.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: I hope you have a great rest of your week.

Speaker speaker\_1: Okay.