

## Transcript: Malcolm

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### Full Transcript

... to calling Benefits in the Card. This is Malcolm. How can I help you? Hey, Malcolm. How's you today, sir? I'm doing good. How about you? All right. All right. Um, listen. I just spoke with one of your representatives a little while ago. Mm-hmm. Because it... I got a letter that said that, um, my premium had not been paid. And actually, I do have, uh, medical with you guys. Mm-hmm. And I'm just trying to find out... Well, you sent my cards but neither one of them is my medical card. I only got my dental and vision through my email. I got two vision cards and one dental card. But I don't know if- Well, you should have received two... You should have received two vision cards, um, 'cause there's only, there's only one. What is your... What staffing company do you work for? I work for MAU. What's the last four of your social? 2752. Say that one more time. 2752. 2752? Yes. First name? Eldridge Grant. I mean, Eldridge- Just se- I'm sorry. No, you're fine. Best, first and last name for security purposes. Can you verify your address and date of birth for me? 1502 Continental Drive, 11/17/1972. I need to see the state and ZIP code as well. Excuse me. Doakon, Alabama, 36301. Mm-hmm. Thank you. So we got your phone number, 229-254-4274? That's it. And we got email as eldridge775@gmail.com? Yes. Yeah. So, it looks like they sent all of your ID cards to your email. Are you sure you didn't get your medical card? Maybe. Let me look again. I may be looking wrong. Um... Okay. I have one... Uh, well, I have one that has MetLife. Is that a medical card? MetLife is the vision. Okay. All right. MetLife is the vision card. American Public Life is your dental card, and 90° Benefits is your medical. I didn't get that one. I got... have one with, uh, uh, MAU, you know, where I work at, and it's got Elixir, um, MultiPlan on that card. Those are the only three I got. Mm-hmm. And it has Superior Vision on it. You said the last one it has what on it again? Superior Vision. Superior Vision? You mind if I put your head on the phone? No, go ahead. Thank you. Mm-hmm. How you doing, Mr. Grant? Yes, sir. So yeah, it should be the ID card that says Elixir on it, and then it has... above it, it has employee ID and a group number. That'd be your medical card. Oh, okay. All right. Yeah, that's... I do have that one. It has MAU Elixir- Mm-hmm. ... MultiPlan. Okay. So the num- the information above Elixir, that would be your medical information. But it's got employee ID and... Okay. All right. Well, is there anything else I can help you with today, Mr. Grant? So, so the Elixir is my medical card? You know what I'm saying? No, the... The in the... The information above that is your medical information that they would need. Elixir is just the pharmacy portion of your health insurance or your medical. Okay. I see RxBN, RxPCN, and RxGRP. And above that it's got that on the end where it says MAU, got the employee ID, the name and the medical coverage. Okay, I got it now. Mm-hmm. All right. Well, was, was there anything else I can help you with today, Mr. Grant? That'll be all. I just overlooked it and I apologize. No, you're fine. Uh, give me one moment. Let me see. And yeah, on the right side of that card is your re-claim information for your medical. Right. Hold on. Let me see. For medical benefit verification

service, customer service, 30 minutes. Medical claims submission. All right. That's what I'm looking for. All right. Well, was there anything else I can help you with today? That'll be all. I appreciate your time and patience, sir. No problem, Mr. Grant. That's what I'm here for. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week. Thank you, sir. You too, and be safe. Thank you. You too. All right.

## Conversation Format

Speaker speaker\_0: ... to calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Hey, Malcolm. How's you today, sir?

Speaker speaker\_0: I'm doing good. How about you?

Speaker speaker\_1: All right. All right. Um, listen. I just spoke with one of your representatives a little while ago.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Because it... I got a letter that said that, um, my premium had not been paid. And actually, I do have, uh, medical with you guys.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And I'm just trying to find out... Well, you sent my cards but neither one of them is my medical card. I only got my dental and vision through my email. I got two vision cards and one dental card. But I don't know if-

Speaker speaker\_0: Well, you should have received two... You should have received two vision cards, um, 'cause there's only, there's only one. What is your... What staffing company do you work for?

Speaker speaker\_1: I work for MAU.

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: 2752.

Speaker speaker\_0: Say that one more time.

Speaker speaker\_1: 2752.

Speaker speaker\_0: 2752?

Speaker speaker\_1: Yes.

Speaker speaker\_0: First name?

Speaker speaker\_1: Eldridge Grant. I mean, Eldridge-

Speaker speaker\_0: Just se-

Speaker speaker\_1: I'm sorry.

Speaker speaker\_0: No, you're fine. Best, first and last name for security purposes. Can you verify your address and date of birth for me?

Speaker speaker\_1: 1502 Continental Drive, 11/17/1972.

Speaker speaker\_0: I need to see the state and ZIP code as well.

Speaker speaker\_1: Excuse me. Doakon, Alabama, 36301. Mm-hmm.

Speaker speaker\_0: Thank you. So we got your phone number, 229-254-4274?

Speaker speaker\_1: That's it.

Speaker speaker\_0: And we got email as eldridge775@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Yeah. So, it looks like they sent all of your ID cards to your email. Are you sure you didn't get your medical card?

Speaker speaker\_1: Maybe. Let me look again. I may be looking wrong. Um... Okay. I have one... Uh, well, I have one that has MetLife. Is that a medical card?

Speaker speaker\_0: MetLife is the vision.

Speaker speaker\_1: Okay. All right.

Speaker speaker\_0: MetLife is the vision card. American Public Life is your dental card, and 90° Benefits is your medical.

Speaker speaker\_1: I didn't get that one. I got... have one with, uh, uh, MAU, you know, where I work at, and it's got Elixir, um, MultiPlan on that card. Those are the only three I got.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And it has Superior Vision on it.

Speaker speaker\_0: You said the last one it has what on it again?

Speaker speaker\_1: Superior Vision.

Speaker speaker\_0: Superior Vision? You mind if I put your head on the phone?

Speaker speaker\_1: No, go ahead.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: How you doing, Mr. Grant?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: So yeah, it should be the ID card that says Elixir on it, and then it has... above it, it has employee ID and a group number. That'd be your medical card.

Speaker speaker\_1: Oh, okay. All right. Yeah, that's... I do have that one. It has MAU Elixir-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... MultiPlan. Okay.

Speaker speaker\_0: So the num- the information above Elixir, that would be your medical information.

Speaker speaker\_1: But it's got employee ID and... Okay.

Speaker speaker\_0: All right. Well, is there anything else I can help you with today, Mr. Grant?

Speaker speaker\_1: So, so the Elixir is my medical card? You know what I'm saying?

Speaker speaker\_0: No, the... The in the... The information above that is your medical information that they would need. Elixir is just the pharmacy portion of your health insurance or your medical.

Speaker speaker\_1: Okay. I see RxBN, RxPCN, and RxGRP. And above that it's got that on the end where it says MAU, got the employee ID, the name and the medical coverage. Okay, I got it now.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: All right.

Speaker speaker\_0: Well, was, was there anything else I can help you with today, Mr. Grant?

Speaker speaker\_1: That'll be all. I just overlooked it and I apologize.

Speaker speaker\_0: No, you're fine. Uh, give me one moment. Let me see. And yeah, on the right side of that card is your re- claim information for your medical.

Speaker speaker\_1: Right. Hold on. Let me see. For medical benefit verification service, customer service, 30 minutes. Medical claims submission. All right. That's what I'm looking for.

Speaker speaker\_0: All right. Well, was there anything else I can help you with today?

Speaker speaker\_1: That'll be all. I appreciate your time and patience, sir.

Speaker speaker\_0: No problem, Mr. Grant. That's what I'm here for. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker\_1: Thank you, sir. You too, and be safe.

Speaker speaker\_0: Thank you. You too.

Speaker speaker\_1: All right.