

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hello. Um, I'm calling about my ATC minimum value plan that's available. And on one of the papers it says, "Your premium for employee will not exceed 9.02%"? Can you explain that to me? Because on the bottom it says, "Monthly premium \$756." What's the- what's the last four of your social, ma'am? 0098. First name? Valerie. Last name? Smith. All right. For security purposes can you verify your address and date of birth for me? 5431 Duke Court, Warren, Michigan 48091. And your date of birth? 01/25/64. Thank you. So I got your phone number, 248-752-3660? Yes. Let me get email, v@... uh, vsmith1964@yahoo.com. Yes. Thank you. All right. You said, "Stay healthy." What... Which plan are you referring to? It's the, uh, minimum value plan. And it says that, "Your premium for employee only MVP will not exceed 9.02% of your pay." So you- you want to call ATC at that- that phone number that's right there. But we're not the carrier, we're just the plan administrator for health insurance for Staffing Company. All we do is get you enrolled or unenrolled from the coverage. Are you Human Services? No, ma'am. We're Benefits in a Card. We're a plan administrator for health insurance for Staffing Company. And you're 497-4856? That's your phone number there? Yes, ma'am. 'Cause this is my third call to a different place and they referred me to you. Do you know, who do I need to call? ATC? You mind if I put you on a brief hold so I can see if we can get you in the right direction for you? Mm-hmm. Thank you. Okay, thank you. Are you there, Ms. Smith? Yes. So yeah, you want to... You want to reach out to that number that I... That says APC. That 567-50-6800 number. I'm not laughing at you. That was the first one I called, then they referred me to a different place to 90% Benefits, and then they referred me to you. Not your fault. You mind if- I just want an answer. Can I put you- Pardon? You mind if I put you on a brief hold again? Sure. Yeah. Are you there, Ms. Smith? Yes. All right. So for now, I would recommend you calling that number that I just rem- recommended to you. I just sent- Mm-hmm. ... my back office an email to get a investigation going to see if I can get that information for you. So if they're not able- Okay. ... to help you, I, I get some type of information, I'll give you a call back and give you an update. All right. Thank you. I appreciate your help. No problem, Ms. Smith. Was there anything else I can help you with today? Nope, that's it. All right. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You as well. Thanks. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hello. Um, I'm calling about my ATC minimum value plan that's available. And on one of the papers it says, "Your premium for employee will not exceed 9.02%"? Can you explain that to me? Because on the bottom it says, "Monthly premium \$756."

Speaker speaker_1: What's the- what's the last four of your social, ma'am?

Speaker speaker_2: 0098.

Speaker speaker_1: First name?

Speaker speaker_2: Valerie.

Speaker speaker_1: Last name?

Speaker speaker_2: Smith.

Speaker speaker_1: All right. For security purposes can you verify your address and date of birth for me?

Speaker speaker_2: 5431 Duke Court, Warren, Michigan 48091.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 01/25/64.

Speaker speaker_1: Thank you. So I got your phone number, 248-752-3660?

Speaker speaker_2: Yes.

Speaker speaker_1: Let me get email, v@... uh, vsmith1964@yahoo.com.

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. All right. You said, "Stay healthy." What... Which plan are you referring to?

Speaker speaker_2: It's the, uh, minimum value plan. And it says that, "Your premium for employee only MVP will not exceed 9.02% of your pay."

Speaker speaker_1: So you- you want to call ATC at that- that phone number that's right there. But we're not the carrier, we're just the plan administrator for health insurance for Staffing Company. All we do is get you enrolled or unenrolled from the coverage.

Speaker speaker_2: Are you Human Services?

Speaker speaker_1: No, ma'am. We're Benefits in a Card. We're a plan administrator for health insurance for Staffing Company.

Speaker speaker_2: And you're 497-4856? That's your phone number there?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: 'Cause this is my third call to a different place and they referred me to you. Do you know, who do I need to call? ATC?

Speaker speaker_1: You mind if I put you on a brief hold so I can see if we can get you in the right direction for you?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Thank you.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Are you there, Ms. Smith?

Speaker speaker_2: Yes.

Speaker speaker_1: So yeah, you want to... You want to reach out to that number that I... That says APC. That 567-50-6800 number.

Speaker speaker_2: I'm not laughing at you. That was the first one I called, then they referred me to a different place to 90% Benefits, and then they referred me to you. Not your fault.

Speaker speaker_1: You mind if-

Speaker speaker_2: I just want an answer.

Speaker speaker_1: Can I put you-

Speaker speaker_2: Pardon?

Speaker speaker_1: You mind if I put you on a brief hold again?

Speaker speaker_2: Sure.

Speaker speaker_1: Yeah. Are you there, Ms. Smith?

Speaker speaker_3: Yes.

Speaker speaker_1: All right. So for now, I would recommend you calling that number that I just rem- recommended to you. I just sent-

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: ... my back office an email to get a investigation going to see if I can get that information for you. So if they're not able-

Speaker speaker_3: Okay.

Speaker speaker_1: ... to help you, I, I get some type of information, I'll give you a call back and give you an update.

Speaker speaker_3: All right. Thank you. I appreciate your help.

Speaker speaker_1: No problem, Ms. Smith. Was there anything else I can help you with today?

Speaker speaker_3: Nope, that's it.

Speaker speaker_1: All right. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_3: You as well. Thanks.

Speaker speaker_1: Thank you.