

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hey, Malcolm. This is Ryan. Um, I have a question. I work for NAU at Bosch, and I was supposed to get my health insurance card through the mail and I still haven't got them yet. All right. What's the last four of your social? It's 2878. And what is your first name? Ryan. How do you spell that? R-Y-A-N. And your last name? Hardesty. It's H-A-R-D-E-S-T-Y. So for security purposes, can you verify your address for me? It's 660 Halton Road, Apartment 7D, Greenville, South Carolina, 29607. And date of birth? September 30th, 1987. Thank you. So we got your phone number 864-794-0701? That's correct. I take it the email is ryanhardesty12@gmail.com? Yes. All right. So which ID card have you not received? Is it your medical one? Um, what is my medical one? 'Cause I have... I'm looking at something in the mail right now. It's called, uh, Expanding the Benefits Horizon, American Public Life. I don't know if that's my insurance, 'cause I went on the assumption that I had Blue Cross Blue Shield, but I'm not really sure at this point. So you... So none of these plans are Blue Cross Blue Shield or any, or major medical plans like that. So these plans, American Public Life is APL. That be... And they cover your dental and your medical coverage. Okay. Is that what I have now is APL and not Blue Cross Blue Shield? Yes, sir. So you have 90 Degree Benefits, American Public Life, and MetLife. Those are your three carriers for the coverages that you have. Okay, 'cause I did receive some cards in the mail for that, um, and I was just not sure if this was the right thing, um, 'cause I thought it was... I was going to get BlueCross BlueShield. So, so these cards that I have currently are the ones that I need for doctor's visits? So how many cards do you have? 'Cause I know with one medical card, you have to call and request a physical one be sent. I have two cards. Uh, one of 'em is... This one says, "Individual coverage plan, limited benefit, hospital." Mm-hmm. And then the other one says... Uh, what do you... The other one says, "Group voluntary dental." Yes, sir. So that's your dental card, and it sounds like you have... What was the first card say again? The first card says, "Limited..." Wait. "Limited benefit hospital i- indemnity." Indemnity? Yeah, indemnity. So yeah, that's your med... That would be your medical card that you give to your doctors. Okay. So I actually do have the right information here. I just didn't know it was called APL. Yes, sir. So you should have a card from 90 Degree Benefits as well for your preventative care. 90 Degree Benefits. I don't know if I have that one. Would there be a possibility I could get that one resent, 'cause I don't think I have that one? I didn't see that one when I was going through the mail. All I found was those two, those two ones right there. I didn't receive the, the one that you're talking about currently. Okay. Do you mind if I put you in a brief hold while I get those other cards for you? That's fine. Go ahead. Thank you. Hey, are you there, Mr. Ryan? Yes, I'm still here. All right, so I just sent those ID cards to your email, and I also put in a request for the medical one to be sent physically. It'll take one to two weeks to get to you. Um, can you verify- Okay. ... which...

which... if you have those cards, the ones I just sent to your email? To verify, to see? Okay, hold on one second. See if I got 'em. Mm-hmm. Uh, yes, I do. I got 'em. No, wait, hold on a second. That's not it. It says on my email that I haven't got 'em yet. Maybe it'll take a few minutes. Sometimes... Sometimes it does go to your spam folder as well. Sometimes it goes into junk. Okay. Is this, um, info ID card/MetLife? Yes, sir. That's it? So I just want to confirm wh- if you... which one of those cards you needed. 'Cause we... you have one of them. I'm not sure if you have both of them. Vision providers, dental, medical providers. I don't have the vision one. So the vision one is with the MEC. It should have that information on the MEC card. And which one is that again? It should have a card that says Hardisty MEC. Medical benefit verification. Yeah, I don't... I don't see that on here. It should be in the email that I sent you. You should have... It says Hardisty Medical and then Hardisty MEC. Oh, okay. Sorry, I got it. I see it. Hardisty MEC and then Hardisty Medical. Yes, sir. So which... which one do you have in person? You said you have one of those cards. I'm not sure which one you have, so I'm trying to figure out which one I need to order for you. Um, I have the Hardisty Medical. I just need a Hardisty MEC. Okay. That one, to be sent, it'll take one to two weeks to get to you physically. Okay. Wou- but I could be able to use these ones I have on my phone, correct? Yes, sir. Okay. All right. Well, that was... That was it. Well, yeah. That's all I... That's actually all I needed. I kind of didn't know I... I had this, but it was in front of me this whole time. You're fine, Mr. Ryan. If there's nothing else, thanks for calling Benefits on the Card. I hope you have a great rest of your week, man. All right. You as well. Thank you. All right. Bye. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hey, Malcolm. This is Ryan. Um, I have a question. I work for NAU at Bosch, and I was supposed to get my health insurance card through the mail and I still haven't got them yet.

Speaker speaker_0: All right. What's the last four of your social?

Speaker speaker_1: It's 2878.

Speaker speaker_0: And what is your first name?

Speaker speaker_1: Ryan.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: R-Y-A-N.

Speaker speaker_0: And your last name?

Speaker speaker_1: Hardesty. It's H-A-R-D-E-S-T-Y.

Speaker speaker_0: So for security purposes, can you verify your address for me?

Speaker speaker_1: It's 660 Halton Road, Apartment 7D, Greenville, South Carolina, 29607.

Speaker speaker_0: And date of birth?

Speaker speaker_1: September 30th, 1987.

Speaker speaker_0: Thank you. So we got your phone number 864-794-0701?

Speaker speaker_1: That's correct.

Speaker speaker_0: I take it the email is ryanhardesty12@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So which ID card have you not received? Is it your medical one?

Speaker speaker_1: Um, what is my medical one? 'Cause I have... I'm looking at something in the mail right now. It's called, uh, Expanding the Benefits Horizon, American Public Life. I don't know if that's my insurance, 'cause I went on the assumption that I had Blue Cross Blue Shield, but I'm not really sure at this point.

Speaker speaker_0: So you... So none of these plans are Blue Cross Blue Shield or any, or major medical plans like that. So these plans, American Public Life is APL. That be... And they cover your dental and your medical coverage.

Speaker speaker_1: Okay. Is that what I have now is APL and not Blue Cross Blue Shield?

Speaker speaker_0: Yes, sir. So you have 90 Degree Benefits, American Public Life, and MetLife. Those are your three carriers for the coverages that you have.

Speaker speaker_1: Okay, 'cause I did receive some cards in the mail for that, um, and I was just not sure if this was the right thing, um, 'cause I thought it was... I was going to get BlueCross BlueShield. So, so these cards that I have currently are the ones that I need for doctor's visits?

Speaker speaker_0: So how many cards do you have? 'Cause I know with one medical card, you have to call and request a physical one be sent.

Speaker speaker_1: I have two cards. Uh, one of 'em is... This one says, "Individual coverage plan, limited benefit, hospital."

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And then the other one says... Uh, what do you... The other one says, "Group voluntary dental."

Speaker speaker_0: Yes, sir. So that's your dental card, and it sounds like you have... What was the first card say again?

Speaker speaker_1: The first card says, "Limited..." Wait. "Limited benefit hospital indemnity."

Speaker speaker_0: Indemnity?

Speaker speaker_1: Yeah, indemnity.

Speaker speaker_0: So yeah, that's your med... That would be your medical card that you give to your doctors.

Speaker speaker_1: Okay. So I actually do have the right information here. I just didn't know it was called APL.

Speaker speaker_0: Yes, sir. So you should have a card from 90 Degree Benefits as well for your preventative care.

Speaker speaker_1: 90 Degree Benefits. I don't know if I have that one. Would there be a possibility I could get that one resent, 'cause I don't think I have that one? I didn't see that one when I was going through the mail. All I found was those two, those two ones right there. I didn't receive the, the one that you're talking about currently.

Speaker speaker_0: Okay. Do you mind if I put you in a brief hold while I get those other cards for you?

Speaker speaker_1: That's fine. Go ahead.

Speaker speaker_0: Thank you. Hey, are you there, Mr. Ryan?

Speaker speaker_1: Yes, I'm still here.

Speaker speaker_0: All right, so I just sent those ID cards to your email, and I also put in a request for the medical one to be sent physically. It'll take one to two weeks to get to you. Um, can you verify-

Speaker speaker_1: Okay.

Speaker speaker_0: ... which... which... if you have those cards, the ones I just sent to your email?

Speaker speaker_1: To verify, to see? Okay, hold on one second. See if I got 'em.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Uh, yes, I do. I got 'em. No, wait, hold on a second. That's not it. It says on my email that I haven't got 'em yet. Maybe it'll take a few minutes.

Speaker speaker_0: Sometimes... Sometimes it does go to your spam folder as well.

Speaker speaker_1: Sometimes it goes into junk. Okay. Is this, um, info ID card/MetLife?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: That's it?

Speaker speaker_0: So I just want to confirm wh- if you... which one of those cards you needed. 'Cause we... you have one of them. I'm not sure if you have both of them.

Speaker speaker_1: Vision providers, dental, medical providers. I don't have the vision one.

Speaker speaker_0: So the vision one is with the MEC. It should have that information on the MEC card.

Speaker speaker_1: And which one is that again?

Speaker speaker_0: It should have a card that says Hardisty MEC.

Speaker speaker_1: Medical benefit verification. Yeah, I don't... I don't see that on here.

Speaker speaker_0: It should be in the email that I sent you. You should have... It says Hardisty Medical and then Hardisty MEC.

Speaker speaker_1: Oh, okay. Sorry, I got it. I see it. Hardisty MEC and then Hardisty Medical.

Speaker speaker_0: Yes, sir. So which... which one do you have in person? You said you have one of those cards. I'm not sure which one you have, so I'm trying to figure out which one I need to order for you.

Speaker speaker_1: Um, I have the Hardisty Medical. I just need a Hardisty MEC.

Speaker speaker_0: Okay. That one, to be sent, it'll take one to two weeks to get to you physically.

Speaker speaker_1: Okay. Wou- but I could be able to use these ones I have on my phone, correct?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. All right. Well, that was... That was it.

Speaker speaker_0: Well, yeah.

Speaker speaker_1: That's all I... That's actually all I needed. I kind of didn't know I... I had this, but it was in front of me this whole time.

Speaker speaker_0: You're fine, Mr. Ryan. If there's nothing else, thanks for calling Benefits on the Card. I hope you have a great rest of your week, man.

Speaker speaker_1: All right. You as well.

Speaker speaker_0: Thank you.

Speaker speaker_1: All right. Bye.

Speaker speaker_0: Bye.