

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Um, yes, I think we kinda disconnected. This is Tisha Coons. Um, I was calling, um, because I'm at the me- the pharmacy and they said that one of my numbers, I guess, is not going through and I just got this card, so I don't understand why it's not... All right, what staffing company you work for? Uh, Mega Force. What's the last four of your social? 5089. You said 5089? Yes, sir. First name? Tisha. Last name? Coons. All right, for security purposes, can you verify your address and date of birth for me? 1561 Bonnie Lane, Canton, North Carolina 28501, 12/16/1981. Thank you. Let's see, we got a good phone number. It's the 525... Oh wait, 252, my bad, 620-0805. Yes, sir. And is it email is johnsontisha@z- zero@gmail.com? Yes. Thank you. All right, so what was your issue? Um, I'm trying to, um, get some medicine at the pharmacy and they try to put in my, I guess, my card and I don't know what they... because I'm at the window and I don't know what they were trying to put it in. But he said that it wasn't... one of the numbers wasn't going in or something. He said he tried all three and I was like, "Well, I just got this card, so I don't understand why this is not going through." So what does your card have on there? Does your card have 90 Degree Benefits on it or American Public Life? It's got, uh, what's this, Med Impact. It's in Med Impact? Yes, for the pharmacy part. Let me... Let's see. So you don't have an ID card that has American Public Life on it? Uh, you said do we have what up there? Do you have a medical... Do you have an ID card, like a medical card that has American Public Life on it? Um, no, sir. All I got is benefits in the card. Um, what's this? It got my vision coverage, Med Impact, um, and what's this, multiple plans. That's, uh, let's see, MetLife, um. And for medical benefits verification, that's all, all I'm seeing that's on this card. All right, so I'm not doing... If you don't have a card that has American Public Life on it, then I'm gonna... What I'm gonna do, I'm about to send you your medical card and see if that card is the one they need. Um, ma'am, if I put you on a brief hold, will that get that stuff for you? Yes, sir. Thank you. How can I help you today? Hi, I'm, I'm back in the line. This is Tisha Coons. Okay. I'm going to send this back, it's just a recording of you having a... Okay, I'll miss... Hold on, I got to... Okay. Hello? Yes, ma'am. So I just sent that ID card to your email. Can you verify that you received it? Okay, hold on. Now, you did send it to johnsontisha0@gmail.com? Yes, I just got it. All right, so could you verify if that's the ID card that you have in person? Hold on, let me see. Let me see here. Wait, they're going to see right now. Mm-hmm. Let me, let me go back one again here. Um, no, I don't have this card. All right, so that's your medical card. Maybe you should... You can try giving them that card and see if they'll accept it then. Okay. Okay. We're getting ready to close this card through. Okay, I'm just- And we want, if you could write it down, I could take that. Okay, so where the number is so I can write it down for them? Are you talking to me, ma'am? Oh. Yes. Yes, sir, I'm sorry. I just need one moment. I'm trying to find the number, because that's it, that can't fit. This card

has been already approved and a member of a security group. Let me use the poses, missing policies now. Okay, I'm trying to see if that number right there. So if you look over- Oh, okay, it's the same number. ... just the BIN number and the group, and the PCN. I'm so sorry. Do you see the BIN number and the group number and the PCN number on the right side of the ID card? Yes. Okay, I got it. I'm so sorry. I, I don't want to hold up the line though. Okay, thank you. Are you talking to me, ma'am? Yes. All right. Well, was there anything else I can help you with then, Ms. Tisha? N- No, sir. Well, if there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week. You too. Thank you. No problem. Thank you.

Conversation Format

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

Speaker speaker_1: Um, yes, I think we kinda disconnected. This is Tisha Coons. Um, I was calling, um, because I'm at the me- the pharmacy and they said that one of my numbers, I guess, is not going through and I just got this card, so I don't understand why it's not...

Speaker speaker_0: All right, what staffing company you work for?

Speaker speaker_1: Uh, Mega Force.

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

Speaker speaker_1: 5089.

Speaker speaker_0: You said 5089?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: First name?

Speaker speaker_1: Tisha.

Speaker speaker_0: Last name?

Speaker speaker_1: Coons.

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

Speaker speaker_1: 1561 Bonnie Lane, Canton, North Carolina 28501, 12/16/1981.

Speaker speaker_0: Thank you. Let's see, we got a good phone number. It's the 525... Oh wait, 252, my bad, 620-0805.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And is it email is johnsontisha@z- zero@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. All right, so what was your issue?

Speaker speaker_1: Um, I'm trying to, um, get some medicine at the pharmacy and they try to put in my, I guess, my card and I don't know what they... because I'm at the window and I don't know what they were trying to put it in. But he said that it wasn't... one of the numbers wasn't going in or something. He said he tried all three and I was like, "Well, I just got this card, so I don't understand why this is not going through."

Speaker speaker_0: So what does your card have on there? Does your card have 90 Degree Benefits on it or American Public Life?

Speaker speaker_1: It's got, uh, what's this, Med Impact.

Speaker speaker_0: It's in Med Impact?

Speaker speaker_1: Yes, for the pharmacy part.

Speaker speaker_0: Let me... Let's see. So you don't have an ID card that has American Public Life on it?

Speaker speaker_1: Uh, you said do we have what up there?

Speaker speaker_0: Do you have a medical... Do you have an ID card, like a medical card that has American Public Life on it?

Speaker speaker_1: Um, no, sir. All I got is benefits in the card. Um, what's this? It got my vision coverage, Med Impact, um, and what's this, multiple plans. That's, uh, let's see, MetLife, um. And for medical benefits verification, that's all, all I'm seeing that's on this card.

Speaker speaker_0: All right, so I'm not doing... If you don't have a card that has American Public Life on it, then I'm gonna... What I'm gonna do, I'm about to send you your medical card and see if that card is the one they need. Um, ma'am, if I put you on a brief hold, will that get that stuff for you?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Thank you.

Speaker speaker_2: How can I help you today?

Speaker speaker_1: Hi, I'm, I'm back in the line. This is Tisha Coons.

Speaker speaker_2: Okay. I'm going to send this back, it's just a recording of you having a...

Speaker speaker_1: Okay, I'll miss... Hold on, I got to... Okay. Hello?

Speaker speaker_0: Yes, ma'am. So I just sent that ID card to your email. Can you verify that you received it?

Speaker speaker_1: Okay, hold on. Now, you did send it to johnsontisha0@gmail.com? Yes, I just got it.

Speaker speaker_0: All right, so could you verify if that's the ID card that you have in person?

Speaker speaker_1: Hold on, let me see. Let me see here. Wait, they're going to see right now.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Let me, let me go back one again here. Um, no, I don't have this card.

Speaker speaker_0: All right, so that's your medical card. Maybe you should... You can try giving them that card and see if they'll accept it then.

Speaker speaker_1: Okay. Okay.

Speaker speaker_2: We're getting ready to close this card through.

Speaker speaker_1: Okay, I'm just-

Speaker speaker_2: And we want, if you could write it down, I could take that.

Speaker speaker_1: Okay, so where the number is so I can write it down for them?

Speaker speaker_0: Are you talking to me, ma'am?

Speaker speaker_1: Oh. Yes. Yes, sir, I'm sorry.

Speaker speaker_0: I just need one moment.

Speaker speaker_1: I'm trying to find the number, because that's it, that can't fit.

Speaker speaker_2: This card has been already approved and a member of a security group.

Speaker speaker_1: Let me use the poses, missing policies now. Okay, I'm trying to see if that number right there.

Speaker speaker_0: So if you look over-

Speaker speaker_1: Oh, okay, it's the same number.

Speaker speaker_0: ... just the BIN number and the group, and the PCN.

Speaker speaker_1: I'm so sorry.

Speaker speaker_0: Do you see the BIN number and the group number and the PCN number on the right side of the ID card?

Speaker speaker_1: Yes. Okay, I got it. I'm so sorry. I, I don't want to hold up the line though. Okay, thank you.

Speaker speaker_0: Are you talking to me, ma'am?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Well, was there anything else I can help you with then, Ms. Tisha?

Speaker speaker_1: N- No, sir.

Speaker speaker_0: Well, 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: You too. Thank you.

Speaker speaker_0: No problem. Thank you.