

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car, this is Malcolm. How can I help you? Oh, yes. I have a car with my job and last time I called up here and I talked to somebody, um, I'm like 90% sure they told me that y'all cover STD testing, right? Hello? We haven't told you what's covered and what's not covered because we're not the carrier. Yes, sir? Can you hear me? Yeah, I can hear you now. Can you hear me? Yeah, I hear you. So yeah, we're not, we're not able to tell you specifically what's covered because we're not the carrier. We're just a plan administrator coverage. Oh, okay. So, so who do I call? So I'll have to pull up your account. What staffing company do you work for? Crown Staffing. What's the last four of your Social? 0335. First name? Wesley. You said Wesley? Yes. What, you said the last four was 0235? No, 0335. For security purposes, can you verify your address and date of birth for me? 280 Logan Street, Hopkinsville, Kentucky and my birthday is 7/1/03. Thank you. That your phone number 772-268-7567? Yep. Your email is 9.mr.go772@icloud.com? Yes, sir. So yeah, looks like you just had a preventative care coverage plan that's good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative service, preventative services. But I wouldn't be able to tell you specifically what's covered because that will be your carrier which is 90 Degree Benefits. I can give you their phone number if you want to reach out to them directly. They are the one that actually provide you with the insurance. Yeah, what's the, what's the phone number? Whenever you're ready. I'm ready. It's 1-800- Okay. -833- Okay. -4296. 4296. All right. Thank you. No problem, ma'am. When you call, you want to hit option one to speak with a representative. Okay. All right. ...

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car, this is Malcolm. How can I help you?

Speaker speaker_1: Oh, yes. I have a car with my job and last time I called up here and I talked to somebody, um, I'm like 90% sure they told me that y'all cover STD testing, right? Hello?

Speaker speaker_0: We haven't told you what's covered and what's not covered because we're not the carrier. Yes, sir? Can you hear me?

Speaker speaker_1: Yeah, I can hear you now.

Speaker speaker_0: Can you hear me?

Speaker speaker_1: Yeah, I hear you.

Speaker speaker_0: So yeah, we're not, we're not able to tell you specifically what's covered because we're not the carrier. We're just a plan administrator coverage.

Speaker speaker_1: Oh, okay. So, so who do I call?

Speaker speaker_0: So I'll have to pull up your account. What staffing company do you work for?

Speaker speaker_1: Crown Staffing.

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

Speaker speaker_1: 0335.

Speaker speaker_0: First name?

Speaker speaker_1: Wesley.

Speaker speaker_0: You said Wesley?

Speaker speaker_1: Yes.

Speaker speaker_0: What, you said the last four was 0235?

Speaker speaker_1: No, 0335.

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

Speaker speaker_1: 280 Logan Street, Hopkinsville, Kentucky and my birthday is 7/1/03.

Speaker speaker_0: Thank you. That your phone number 772-268-7567?

Speaker speaker_1: Yep.

Speaker speaker_0: Your email is 9.mr.go772@icloud.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: So yeah, looks like you just had a preventative care coverage plan that's good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative service, preventative services. But I wouldn't be able to tell you specifically what's covered because that will be your carrier which is 90 Degree Benefits. I can give you their phone number if you want to reach out to them directly. They are the one that actually provide you with the insurance.

Speaker speaker_1: Yeah, what's the, what's the phone number?

Speaker speaker_0: Whenever you're ready.

Speaker speaker_1: I'm ready.

Speaker speaker_0: It's 1-800-

Speaker speaker_2: Okay.

Speaker speaker_0: -833-

Speaker speaker_2: Okay. -4296.

Speaker speaker_1: 4296. All right. Thank you.

Speaker speaker_0: No problem, ma'am. When you call, you want to hit option one to speak with a representative.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. ...