

## Transcript: Malcolm

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### Full Transcript

Go ahead. Thanks. But if it's in the car and it isn't Malcolm, I can help you. Hey, Malcolm. Um, my name is Tammy Cook and I know I have insurance with you guys and I, I'm sick and I need to go to the doctor, but I don't have, I need the card number. I know my insurance. When I called the other day, they said that my, um, benefits started that day actually. But, um, I'm sorry. Um, I don't have an insurance card. I don't have a, like, I need to know my insurance information because I need to go to the doctor. What's, what's the staffing company you work for, ma'am? What company do I work for? What staffing company? It's Surge Staffing. Last four of your social? 5163. Name? I'm sorry. Your first name? I didn't hear a what you said. Tammy with a Y. Last name? Cook. C-O-O-K. Mr. Cook, can I get your address and date of birth for me? 11600 Georgia Highway 34, um, Franklin, Georgia, 30217. And date of birth? October 20th, 1975. Let me just see, we got your phone number as 678-633-8126. That is correct, sir. We got your email at ten- yongton11@gmail.com. That's correct. Thank you. All right. So yeah, it looks like your cur- your coverage just became active Monday. I can see if your cards are available. You mind if I put you on a brief hold? No. Thank you. Ugh. What? At the camp. One of my cards got near frozen. Oh. I feel like crap. No, he came but we can't let him in. Because he works for us. Yeah. Hello? Are you there, Miss Tammy? Yeah, I'm here. I was able to locate those ID cards. Um- You were what? I was able to get those ID cards. Was it tammyjean1011@gmail.com, is the email to send them to? Yes, sir, please send them there. Thank you so much, 'cause I'm sick. No problem. And I don't, I don't know, like, do I need to go to a, I, I mean, I know you can't give medical advice but, like, which would be the cheapest for me, to go to a doctor or an urgent care or a hospital? I wouldn't know in that scenario, so you have to go to, um, multiplan.com. That website will tell you which doctor in the area will take your insurance. Okay. Multi who? It's in, it should be, it's gonna be in the email that I just sent you. Okay. You just sent me an email? Let me make sure I got it, sweetie, 'cause I, my phone didn't buzz. Oh, God. Let's see. You just sent it? Yes, ma'am. Sometimes it does go to your spam email. Okay. Let me see. Make sure this isn't in spam. Okay, here we go. What would it be? Under, what would the- Info@benefitsinacard.com. Info. Let me make sure I'm on Gmail. Um. Okay, primary. No, I didn't get it. I have another email you could send it to, if I can't, if it doesn't go to this one. Yeah, it doesn't say... It doesn't say that it bounced back, so it should've been sent. So is Tammy, is T-A-M-M-Y G-, I mean J-E-A-N 1011@gmail.com? That's correct, and I didn't get it. I looked in my spam. Would it have your name on it or anything? It'd be info@benefitsinacard.com. I don't see anything like that. Uh... Oh, let's see. Yeah, I didn't get it. You said you have another email? Can you see... Yes, it's Shayla, S-H-A-Y- Give me one moment. Okay. All right. We'll send you, we'll send you the email. It's Shayla701@Yahoo.com. Yes. Yes, it's S-H-A-Y-L-A 701@yahoo.com Right, I just sent it to that email. Okay, let me see. Let me look in the spam folder on this one. Spam.

Yeah, for some reason I am not getting your... getting it. Let me go back to Inbox. I have not gotten anything. So it, it has bounced back where I am, so I'm not sure why. Maybe it just takes a while to send it. Are you on your phone while you're on the phone with me? Are you doing it on your phone while you're on the phone with me? Yes, I am. Sometimes it does require that you be off the phone 'cause some... That happens with me sometimes when I try to get stuff while I'm on the phone. Yeah, I shouldn't have sent an email. Um, and I need this information 'cause I've got to go to a doctor. Um, so all, alls I can do is just hang up with you and if it doesn't come through, call back. Okay. Yeah, we are open to 8:00 PM Eastern Time. Okay. All right. Well, I'll let me hang up and see if it comes through. I hope it comes through soon because it, it's not, um, it's not showing up on my end. Um, I, always been able to get emails on the ph- even when I was on the phone. Well, is there anything else I can help you with today, Ms. Cook? No, it... info@benefitsinacard.com. Yes, ma'am. So there's no way you can give me the insurance information so I can give it to the doctor? So someone can just- You mean you just want the use... You just want the policy numbers and stuff like that? You don't... Usually they want to see the actual card. Well, give me the policy number and all that just in case I don't get it because I mean, I can keep trying, but I keep updating it and it's, it's not coming through to either email. So I don't know why, but just give me the policy number if you can. Whenever you're ready. And wha- what's the name of the insurance? American Public Life. American Public- Public. ... Life. I see. And the policy number? It's 026- Uh-huh. ... 066- Uh-huh. ... 28. Okay. Is there anything else on there like a member ID or anything I need? Hmm. That's the only thing that I can see on this that will make s- any of your claims. You got a claims address if you want to copy that. It says "Submit Claims To". Yes. All right, whenever you're ready. I'm ready. So it's IMA INC. That will be, it says A-T-T-N and then it has that name and then it says P.O. Box 21704. 20- 21704. So the I-M-A I-N-C-A-T-T-N. No. So it says... I'm just reading it off the card. It says, "Submit claims to" and then it has A-T-T-N and then semicolon, I-M-A Incorporated. And it has a P.O. Box- Okay. ... address under that. Okay. It says, "Attention" what? It, it says A-T-T-N; I-M-A Incorporated. Oh, Incorporated. Okay. And then it says? And then it has this P.O. Box 21704. Okay. Okay, what's- And it's in Eagan, Minnesota. Who? Eagan. E-A-G-A-N. E-A-G-A-N? Yes, ma'am. Minnesota. 55121. 55121, Minnesota. And then it says EDI payer ID and I can give you that number. It says what? EDI? Eh, I payer ID. EDI payer ID. Okay. And it's 64556. Okay. Okay. Now let me ask you this while I have you on the phone. Will I get a physical copy of this insurance card? Yes, ma'am. Sent to my address, my home address? Hello? Yes, ma'am. I will get a copy of it sent to, to my, um, mailing address? Hello? Yes, ma'am. Yes, ma'am, you will. Okay. All right. And how do I go... Is there a website I can go to to see what doctors are in network? That's the multiplan.com, ma'am, that I was referring to. So the multi-, multiplan.com. Okay. All right. Well, thank you. Hopefully I'll get the email, but if not, at least I have this. All right. Well, is there anything else I can do for you today, Ms. Cook? No, that's it. Thank you. No problem. Thanks for calling Benefits on the Card. I hope you have a great rest of your day. You too. Bye-bye.

## Conversation Format

Speaker speaker\_0: Go ahead.

Speaker speaker\_1: Thanks. But if it's in the car and it isn't Malcolm, I can help you.

Speaker speaker\_2: Hey, Malcolm. Um, my name is Tammy Cook and I know I have insurance with you guys and I, I'm sick and I need to go to the doctor, but I don't have, I need the card number. I know my insurance. When I called the other day, they said that my, um, benefits started that day actually. But, um, I'm sorry. Um, I don't have an insurance card. I don't have a, like, I need to know my insurance information because I need to go to the doctor.

Speaker speaker\_1: What's, what's the staffing company you work for, ma'am?

Speaker speaker\_2: What company do I work for?

Speaker speaker\_1: What staffing company?

Speaker speaker\_2: It's Surge Staffing.

Speaker speaker\_1: Last four of your social?

Speaker speaker\_2: 5163.

Speaker speaker\_1: Name?

Speaker speaker\_2: I'm sorry.

Speaker speaker\_1: Your first name?

Speaker speaker\_2: I didn't hear a what you said. Tammy with a Y.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Cook. C-O-O-K.

Speaker speaker\_1: Mr. Cook, can I get your address and date of birth for me?

Speaker speaker\_2: 11600 Georgia Highway 34, um, Franklin, Georgia, 30217.

Speaker speaker\_1: And date of birth?

Speaker speaker\_2: October 20th, 1975.

Speaker speaker\_1: Let me just see, we got your phone number as 678-633-8126.

Speaker speaker\_2: That is correct, sir.

Speaker speaker\_1: We got your email at ten- yongton11@gmail.com.

Speaker speaker\_2: That's correct.

Speaker speaker\_1: Thank you. All right. So yeah, it looks like your cur- your coverage just became active Monday. I can see if your cards are available. You mind if I put you on a brief hold?

Speaker speaker\_2: No.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Ugh. What?

Speaker speaker\_3: At the camp. One of my cards got near frozen.

Speaker speaker\_2: Oh.

Speaker speaker\_1: I feel like crap. No, he came but we can't let him in. Because he works for us. Yeah.

Speaker speaker\_2: Hello?

Speaker speaker\_1: Are you there, Miss Tammy?

Speaker speaker\_2: Yeah, I'm here.

Speaker speaker\_1: I was able to locate those ID cards. Um-

Speaker speaker\_2: You were what?

Speaker speaker\_1: I was able to get those ID cards. Was it tammyjean1011@gmail.com, is the email to send them to?

Speaker speaker\_2: Yes, sir, please send them there. Thank you so much, 'cause I'm sick.

Speaker speaker\_1: No problem.

Speaker speaker\_2: And I don't, I don't know, like, do I need to go to a, I, I mean, I know you can't give medical advice but, like, which would be the cheapest for me, to go to a doctor or an urgent care or a hospital?

Speaker speaker\_1: I wouldn't know in that scenario, so you have to go to, um, multiplan.com. That website will tell you which doctor in the area will take your insurance.

Speaker speaker\_2: Okay. Multi who?

Speaker speaker\_1: It's in, it should be, it's gonna be in the email that I just sent you.

Speaker speaker\_2: Okay. You just sent me an email? Let me make sure I got it, sweetie, 'cause I, my phone didn't buzz. Oh, God. Let's see. You just sent it?

Speaker speaker\_1: Yes, ma'am. Sometimes it does go to your spam email.

Speaker speaker\_2: Okay. Let me see. Make sure this isn't in spam. Okay, here we go. What would it be? Under, what would the-

Speaker speaker\_1: Info@benefitsinacard.com.

Speaker speaker\_2: Info. Let me make sure I'm on Gmail. Um. Okay, primary. No, I didn't get it. I have another email you could send it to, if I can't, if it doesn't go to this one.

Speaker speaker\_1: Yeah, it doesn't say... It doesn't say that it bounced back, so it should've been sent. So is Tammy, is T-A-M-M-Y G-, I mean J-E-A-N 1011@gmail.com?

Speaker speaker\_2: That's correct, and I didn't get it. I looked in my spam. Would it have your name on it or anything?

Speaker speaker\_1: It'd be info@benefitsinacard.com.

Speaker speaker\_2: I don't see anything like that. Uh... Oh, let's see. Yeah, I didn't get it.

Speaker speaker\_1: You said you have another email?

Speaker speaker\_2: Can you see... Yes, it's Shayla, S-H-A-Y-

Speaker speaker\_1: Give me one moment.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. We'll send you, we'll send you the email.

Speaker speaker\_2: It's Shayla701@Yahoo.com.

Speaker speaker\_1: Yes.

Speaker speaker\_2: Yes, it's S-H-A-Y-L-A 701@yahoo.com

Speaker speaker\_1: Right, I just sent it to that email.

Speaker speaker\_2: Okay, let me see. Let me look in the spam folder on this one. Spam. Yeah, for some reason I am not getting your... getting it. Let me go back to Inbox.

Speaker speaker\_1: I have not gotten anything. So it, it has bounced back where I am, so I'm not sure why. Maybe it just takes a while to send it. Are you on your phone while you're on the phone with me? Are you doing it on your phone while you're on the phone with me?

Speaker speaker\_2: Yes, I am.

Speaker speaker\_1: Sometimes it does require that you be off the phone 'cause some... That happens with me sometimes when I try to get stuff while I'm on the phone.

Speaker speaker\_2: Yeah, I shouldn't have sent an email. Um, and I need this information 'cause I've got to go to a doctor. Um, so all, alls I can do is just hang up with you and if it doesn't come through, call back.

Speaker speaker\_1: Okay. Yeah, we are open to 8:00 PM Eastern Time.

Speaker speaker\_2: Okay. All right. Well, I'll let me hang up and see if it comes through. I hope it comes through soon because it, it's not, um, it's not showing up on my end. Um, I, always been able to get emails on the ph- even when I was on the phone.

Speaker speaker\_1: Well, is there anything else I can help you with today, Ms. Cook?

Speaker speaker\_2: No, it... info@benefitsinacard.com.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: So there's no way you can give me the insurance information so I can give it to the doctor? So someone can just-

Speaker speaker\_1: You mean you just want the use... You just want the policy numbers and stuff like that? You don't...Usually they want to see the actual card.

Speaker speaker\_2: Well, give me the policy number and all that just in case I don't get it because I mean, I can keep trying, but I keep updating it and it's, it's not coming through to either email. So I don't know why, but just give me the policy number if you can.

Speaker speaker\_1: Whenever you're ready.

Speaker speaker\_2: And wha- what's the name of the insurance?

Speaker speaker\_1: American Public Life.

Speaker speaker\_2: American Public-

Speaker speaker\_1: Public.

Speaker speaker\_2: ... Life. I see. And the policy number?

Speaker speaker\_1: It's 026-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... 066-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... 28.

Speaker speaker\_2: Okay. Is there anything else on there like a member ID or anything I need?

Speaker speaker\_1: Hmm. That's the only thing that I can see on this that will make s- any of your claims. You got a claims address if you want to copy that. It says "Submit Claims To".

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right, whenever you're ready.

Speaker speaker\_2: I'm ready.

Speaker speaker\_1: So it's IMA INC. That will be, it says A-T-T-N and then it has that name and then it says P.O. Box 21704.

Speaker speaker\_2: 20-

Speaker speaker\_1: 21704.

Speaker speaker\_2: So the I-M-A I-N-C-A-T-T-N.

Speaker speaker\_1: No. So it says... I'm just reading it off the card. It says, "Submit claims to" and then it has A-T-T-N and then semicolon, I-M-A Incorporated. And it has a P.O. Box-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... address under that.

Speaker speaker\_2: Okay. It says, "Attention" what?

Speaker speaker\_1: It, it says A-T-T-N; I-M-A Incorporated.

Speaker speaker\_2: Oh, Incorporated. Okay. And then it says?

Speaker speaker\_1: And then it has this P.O. Box 21704.

Speaker speaker\_2: Okay. Okay, what's-

Speaker speaker\_1: And it's in Eagan, Minnesota.

Speaker speaker\_2: Who?

Speaker speaker\_1: Eagan. E-A-G-A-N.

Speaker speaker\_2: E-A-G-A-N?

Speaker speaker\_1: Yes, ma'am. Minnesota. 55121.

Speaker speaker\_2: 55121, Minnesota.

Speaker speaker\_1: And then it says EDI payer ID and I can give you that number.

Speaker speaker\_2: It says what? EDI?

Speaker speaker\_1: Eh, I payer ID.

Speaker speaker\_2: EDI payer ID. Okay.

Speaker speaker\_1: And it's 64556.

Speaker speaker\_2: Okay. Okay. Now let me ask you this while I have you on the phone. Will I get a physical copy of this insurance card?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Sent to my address, my home address? Hello?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: I will get a copy of it sent to, to my, um, mailing address? Hello?

Speaker speaker\_1: Yes, ma'am. Yes, ma'am, you will.

Speaker speaker\_2: Okay. All right. And how do I go... Is there a website I can go to to see what doctors are in network?

Speaker speaker\_1: That's the multiplan.com, ma'am, that I was referring to.

Speaker speaker\_2: So the multi-, multiplan.com. Okay. All right. Well, thank you. Hopefully I'll get the email, but if not, at least I have this.

Speaker speaker\_1: All right. Well, is there anything else I can do for you today, Ms. Cook?

Speaker speaker\_2: No, that's it. Thank you.

Speaker speaker\_1: No problem. Thanks for calling Benefits on the Card. I hope you have a great rest of your day.

Speaker speaker\_2: You too. Bye-bye.