

Transcript: Malcolm

Nash-5809968792387584-5654906648576000

Full Transcript

Thanks for calling Benefits in a Cart. This is Malcolm, how can I help you? Yes, sir. Uh, my ID number is, uh, 043-732-496. Um... How can I help you today, sir? What staffing company do you work for? Say again? What staffing company do you work for, sir? Uh, it is MAU. What's the last four of your social? MAU 9503. First name? Yapo, Y-A-P-O. First name? Y-A-P-O, Yapo. Last name? K-O-F-F-I, Koffi. All right. For security purposes, can you verify your address and date of birth for me? Yeah. 2947 Queen City Avenue, Apartment 9, Cincinnati, Ohio, 45238 is code. Date of birth? 020571. Thank you. Make sure we got your phone number, 513-479-0684. Okay. And the email is KYAO71@outlook.com? Mm-hmm. Hey, how can I help you today, Mr. Yapo? Yeah. Yes, sir. Uh, I, I, I'm paying my insurance because any time that I receive my paycheck, I see that you got taken some money in my account concerning the insurance, right? And, uh, I've been surprised to receive a, a client health, uh, bill that I have to pay for full amount is 827... 827. I called them to know what happened because I have an insurance. They say, uh, the insurance not taking care of nothing. So I don't know why I'm paying the money if I have to pay \$827 that I don't have. So I don't know why I'm paying for insurance. So I'm calling you. If you want to, I can give you the invoice number and you're going to double-check, because this amount is too much for me. And it is to avoid this situation that I'm paying for the insurance. So I don't know why I'm going to pay the full amount at the time that I know I have insurance. All right. So you're telling about a claim? I don't know if you call it- you call it claim or I don't know, but it is-- I received the- the- my bill and they say- they say- Okay. ... the insurance, it says you better not pay nothing. So I don't know if it's a scam- Okay. ... or what you call that. So does that... And that will- that'll be what you would call a claim, sir. Okay. So I'm going to have to direct you to your carrier directly. Okay. We don't do anything with claims here. Okay. We're not the carrier. We're just a plan administrator. So all we do is get you enrolled or unenrolled from the coverage. Was it a dental visit or a medical visit? It was a medical visit. Okay. So I can give you your medical cover's carrier information whenever you're ready. Okay. Are you ready? I have to write down? Okay, give it to me. All right. So the phone number is 1-800. Is it, uh, what? 5-... 1-800. No, w-... 1-800- Yeah. 256. Mm-hmm. Mm-hmm. 8606. Okay. And you want to hit option four to speak with a representative. Uh, option four? Yes, sir. Okay, no problem. Thank you. No problem. Was there anything else I could help you with today, Mr. Koffi? No, that's all for today. Thank you. No problem. If there's nothing else, thanks for calling Benefits in a Cart. I hope you have a great rest of your week. Bye-bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Cart. This is Malcolm, how can I help you?

Speaker speaker_1: Yes, sir. Uh, my ID number is, uh, 043-732-496.

Speaker speaker_0: Um... How can I help you today, sir? What staffing company do you work for?

Speaker speaker_1: Say again?

Speaker speaker_0: What staffing company do you work for, sir?

Speaker speaker_1: Uh, it is MAU.

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

Speaker speaker_1: MAU 9503.

Speaker speaker_0: First name?

Speaker speaker_1: Yapo, Y-A-P-O.

Speaker speaker_0: First name?

Speaker speaker_1: Y-A-P-O, Yapo.

Speaker speaker_0: Last name?

Speaker speaker_1: K-O-F-F-I, Koffi.

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

Speaker speaker_1: Yeah. 2947 Queen City Avenue, Apartment 9, Cincinnati, Ohio, 45238 is code.

Speaker speaker_0: Date of birth?

Speaker speaker_1: 020571.

Speaker speaker_0: Thank you. Make sure we got your phone number, 513-479-0684.

Speaker speaker_1: Okay.

Speaker speaker_0: And the email is KYAO71@outlook.com?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Hey, how can I help you today, Mr. Yapo?

Speaker speaker_1: Yeah. Yes, sir. Uh, I, I, I'm paying my insurance because any time that I receive my paycheck, I see that you got taken some money in my account concerning the insurance, right? And, uh, I've been surprised to receive a, a client health, uh, bill that I have to pay for full amount is 827... 827. I called them to know what happened because I have an insurance. They say, uh, the insurance not taking care of nothing. So I don't know why I'm

paying the money if I have to pay \$827 that I don't have. So I don't know why I'm paying for insurance. So I'm calling you. If you want to, I can give you the invoice number and you're going to double-check, because this amount is too much for me. And it is to avoid this situation that I'm paying for the insurance. So I don't know why I'm going to pay the full amount at the time that I know I have insurance.

Speaker speaker_0: All right. So you're telling about a claim?

Speaker speaker_1: I don't know if you call it- you call it claim or I don't know, but it is-- I received the- the- my bill and they say- they say-

Speaker speaker_0: Okay.

Speaker speaker_1: ... the insurance, it says you better not pay nothing. So I don't know if it's a scam-

Speaker speaker_0: Okay.

Speaker speaker_1: ... or what you call that.

Speaker speaker_0: So does that... And that will- that'll be what you would call a claim, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: So I'm going to have to direct you to your carrier directly.

Speaker speaker_1: Okay.

Speaker speaker_0: We don't do anything with claims here.

Speaker speaker_1: Okay.

Speaker speaker_0: We're not the carrier. We're just a plan administrator. So all we do is get you enrolled or unenrolled from the coverage. Was it a dental visit or a medical visit?

Speaker speaker_1: It was a medical visit.

Speaker speaker_0: Okay. So I can give you your medical cover's carrier information whenever you're ready.

Speaker speaker_1: Okay.

Speaker speaker_0: Are you ready?

Speaker speaker_1: I have to write down? Okay, give it to me.

Speaker speaker_0: All right. So the phone number is 1-800.

Speaker speaker_1: Is it, uh, what?

Speaker speaker_0: 5-... 1-800.

Speaker speaker_1: No, w-... 1-800- Yeah.

Speaker speaker_0: 256.

Speaker speaker_1: Mm-hmm. Mm-hmm.

Speaker speaker_0: 8606.

Speaker speaker_1: Okay.

Speaker speaker_0: And you want to hit option four to speak with a representative.

Speaker speaker_1: Uh, option four?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay, no problem. Thank you.

Speaker speaker_0: No problem. Was there anything else I could help you with today, Mr. Koffi?

Speaker speaker_1: No, that's all for today. Thank you.

Speaker speaker_0: No problem. If there's nothing else, thanks for calling Benefits in a Cart. I hope you have a great rest of your week.

Speaker speaker_1: Bye-bye.