

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Yes, good morning. How are you doing? Uh, I'm calling to ask you a couple of questions about my insurance. How, how can I help you, sir? Yes, sir. I have an appointment with a doctor on Monday... on Tuesday to, uh, have a physical and a, a yearly checkup, and I'm just calling to see, uh, how much will my co-pay be? So I wouldn't be able to tell you that. That's a question to ask the carrier directly because we're not the carrier. We're just the plan administrator for the health insurance with staffing companies. And who is the carrier? Who's the doctor? I need to pull up your account. What staffing company do you work for? Uh, Carlton's Staffing. So last four of your Social? 3508. First name? Miguel. All right. For security purposes, can you verify your address and date of birth for me? Yes, sir. It's 2014 Brixham Bluff Lane, Spring, Texas 77373 and my birthday is September 6th, 1987. Thank you. So we got your phone number at 882-1806? Yes, sir. And I guess email ismonb14@gmail.com? miguelpinilla, yes, sir, 1313@gmail.com. Wait, so... Wait, say that again. miguelpinilla1313@gmail.com. All right. I just got that updated for you. Oh, okay. All right. So it looks like you have the MEC TeleRx plan that's covered by 90 Degree Benefits. I don't believe there's a co-pay for that. You shouldn't have a co-pay. Okay, so you think I'm gonna have to pay anything? Hmm. Let's see. It depends... No, you shouldn't. I don't know what you're getting done, so it depends on what you're getting done. Looks like- Well, I'm getting... I'm, I'm getting a physical, blood work and, uh, I don't think... Well, I don't know what else they're going to be doing. I really... Like I said, I wa-... I wanted to get checked, you know, make sure I don't have no cancer or nothing. So I wouldn't be able to say what's... what is covered and what's not covered, but I do know there's no co-pays. Okay. All right. Well, I mean, that, that was actually very helpful anyways. Yeah. Well, is there anything else I can help you with today, Mr. Miguel? Uh, no, sir. You were very helpful. I appreciate it. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. Yes, sir.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_2: Yes, good morning. How are you doing? Uh, I'm calling to ask you a couple of questions about my insurance.

Speaker speaker_1: How, how can I help you, sir?

Speaker speaker_2: Yes, sir. I have an appointment with a doctor on Monday... on Tuesday to, uh, have a physical and a, a yearly checkup, and I'm just calling to see, uh, how much will my co-pay be?

Speaker speaker_1: So I wouldn't be able to tell you that. That's a question to ask the carrier directly because we're not the carrier. We're just the plan administrator for the health insurance with staffing companies.

Speaker speaker_2: And who is the carrier? Who's the doctor?

Speaker speaker_1: I need to pull up your account. What staffing company do you work for?

Speaker speaker_2: Uh, Carlton's Staffing.

Speaker speaker_1: So last four of your Social?

Speaker speaker_2: 3508.

Speaker speaker_1: First name?

Speaker speaker_2: Miguel.

Speaker speaker_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Yes, sir. It's 2014 Brixham Bluff Lane, Spring, Texas 77373 and my birthday is September 6th, 1987.

Speaker speaker_1: Thank you. So we got your phone number at 882-1806?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And I guess email ismonb14@gmail.com?

Speaker speaker_2: miguelpinilla, yes, sir, 1313@gmail.com.

Speaker speaker_1: Wait, so... Wait, say that again.

Speaker speaker_2: miguelpinilla1313@gmail.com.

Speaker speaker_1: All right. I just got that updated for you.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: All right. So it looks like you have the MEC TeleRx plan that's covered by 90 Degree Benefits. I don't believe there's a co-pay for that. You shouldn't have a co-pay.

Speaker speaker_2: Okay, so you think I'm gonna have to pay anything?

Speaker speaker_1: Hmm. Let's see. It depends... No, you shouldn't. I don't know what you're getting done, so it depends on what you're getting done. Looks like-

Speaker speaker_2: Well, I'm getting... I'm, I'm getting a physical, blood work and, uh, I don't think... Well, I don't know what else they're going to be doing. I really... Like I said, I wa-... I wanted to get checked, you know, make sure I don't have no cancer or nothing.

Speaker speaker_1: So I wouldn't be able to say what's... what is covered and what's not covered, but I do know there's no co-pays.

Speaker speaker_2: Okay. All right. Well, I mean, that, that was actually very helpful anyways.

Speaker speaker_1: Yeah. Well, is there anything else I can help you with today, Mr. Miguel?

Speaker speaker_2: Uh, no, sir. You were very helpful. I appreciate it.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_2: Yes, sir.