

Transcript: Malcolm

Nash-6032459212439552-5068727674126336

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Sorry, I got disconnected. Uh, is there any way... I, I was trying to get a... Well, I was waiting for the call, uh, actually on, on... from the doctor and, uh, they... Somehow I lost connection and I missed the call. Is there any way I can get back to him? Sure, yeah. I think you need to call the line where you go back through the portal. Okay. Or call the number back- Yeah. ... that the... that you missed with this. Yeah, well this is- And we can put you on the line with him. ... actually the line. Yeah, this is actually... I dialed the... Well, I pressed on the, on the phone the same number and, uh, it's sending me to, to your... where you are answering right now. You have my- Mm-hmm. So were you trying to get enrolled into that coverage or were you already enrolled and you're trying to see a doctor yet? Yeah. Um, actually, what I did is I, I pressed where it says, uh, urgent care. Uh... And I pre- I selected all of my information and it's, it's..... Then they told me that they're gonna c- he's gonna call me around 9:00, between 9:00 to 11:00 PM. But I missed the call honestly. Okay. So have you called back the number that you missed the call from or... And when you did, it got you this number? No, when... The number when I was trying to... Well, the missed call number, I pressed the missed call number and it's, it's giving... It's sending me to your... Where, where you're answering right now. Okay. So you may have to go back through the portal and schedule another. If you miss a call- Okay. All right. ... you may have to go through the portal and schedule another one. All right. Okay, thank you. No problem.

Conversation Format

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

Speaker speaker_1: Sorry, I got disconnected. Uh, is there any way... I, I was trying to get a... Well, I was waiting for the call, uh, actually on, on... from the doctor and, uh, they... Somehow I lost connection and I missed the call. Is there any way I can get back to him?

Speaker speaker_0: Sure, yeah. I think you need to call the line where you go back through the portal.

Speaker speaker_1: Okay.

Speaker speaker_0: Or call the number back-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... that the... that you missed with this.

Speaker speaker_1: Yeah, well this is-

Speaker speaker_0: And we can put you on the line with him.

Speaker speaker_1: ... actually the line. Yeah, this is actually... I dialed the... Well, I pressed on the, on the phone the same number and, uh, it's sending me to, to your... where you are answering right now.

Speaker speaker_2: You have my-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So were you trying to get enrolled into that coverage or were you already enrolled and you're trying to see a doctor yet?

Speaker speaker_1: Yeah. Um, actually, what I did is I, I pressed where it says, uh, urgent care. Uh... And I pre- I selected all of my information and it's, it's..... Then they told me that they're gonna c- he's gonna call me around 9:00, between 9:00 to 11:00 PM. But I missed the call honestly.

Speaker speaker_2: Okay.

Speaker speaker_0: So have you called back the number that you missed the call from or... And when you did, it got you this number?

Speaker speaker_1: No, when... The number when I was trying to... Well, the missed call number, I pressed the missed call number and it's, it's giving... It's sending me to your... Where, where you're answering right now.

Speaker speaker_0: Okay. So you may have to go back through the portal and schedule another. If you miss a call-

Speaker speaker_1: Okay. All right.

Speaker speaker_0: ... you may have to go through the portal and schedule another one.

Speaker speaker_1: All right. Okay, thank you.

Speaker speaker_0: No problem.