

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Yes, I'm calling about, uh, my insurance policy. It was canceled because I didn't get the paperwork to, to, to renew it, and I need to get it renewed right away. What staffing company do you work for? I don't work for no company. If you're not w-... I mean, if, if you not working for a staffing company, you wouldn't be able to get enrolled, sir. Oh, God. I had Medicare. Is this the Medicare line? No, sir. This is Benefits in a Card. We're a plan administrator for health insurance with staffing companies. Okay. Okay, well, somehow I got to you. Is there any way you could transfer me to the Medicaid line? S- no, sir. We're not, we're not connected with Medicaid.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Yes, I'm calling about, uh, my insurance policy. It was canceled because I didn't get the paperwork to, to, to renew it, and I need to get it renewed right away.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: I don't work for no company.

Speaker speaker_0: If you're not w-... I mean, if, if you not working for a staffing company, you wouldn't be able to get enrolled, sir.

Speaker speaker_1: Oh, God. I had Medicare. Is this the Medicare line?

Speaker speaker_0: No, sir. This is Benefits in a Card. We're a plan administrator for health insurance with staffing companies.

Speaker speaker_1: Okay. Okay, well, somehow I got to you. Is there any way you could transfer me to the Medicaid line?

Speaker speaker_0: S- no, sir. We're not, we're not connected with Medicaid.