

Transcript: Malcolm

Nash-6274152135081984-6476667174731776

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the ... This is Malcolm. How can I help you? Yeah, uh, I work through McCannon. Uh, I thought I had insurance through them but I guess I didn't, and I'm trying to call and get, uh, insurance 'cause I had went to the hospital the other day. All right. What's the last four of your Social? 3827. First name? Xavier. Last name? Prayer. For security purposes, can you verify your address and date of birth for me? Yeah. 71548 Sunny Acres Drive, Martins Ferry, Ohio. And date of birth? 4/10/92. Thank you. Is this your phone number at 215-6402? Yes. Can I get ... xprayer@gmail.com? No, I got a, a new one. Okay. What's your new email? StormTeam17@icloud.com. Okay. So have you... So it looks like you had multiple hire dates. I'm gonna have to do an eligibility review to see if you're eligible to get enrolled into coverage. Okay. Yeah, 'cause I think that's the problem. I had, I had worked for them a couple times and I looked at my, uh, pay stub and I swear it said I was getting m- uh, sh- Medicaid or something taken out of it. That's why I called them to check. I understand. Yeah, so the review process does take 24 to 48 hours. So once we hear back, I'll be able to let you know if you're eligible to get enrolled or not. Okay. You just gonna call me back? Yes, sir. All right. Thank you. No problem. Was there anything else I can help you with today, Mr. Xavier? No, that was it. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great day, man. You too. Thank you.

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 ... This is Malcolm. How can I help you?

Speaker speaker_2: Yeah, uh, I work through McCannon. Uh, I thought I had insurance through them but I guess I didn't, and I'm trying to call and get, uh, insurance 'cause I had went to the hospital the other day.

Speaker speaker_1: All right. What's the last four of your Social?

Speaker speaker_2: 3827.

Speaker speaker_1: First name?

Speaker speaker_2: Xavier.

Speaker speaker_1: Last name?

Speaker speaker_2: Prayer.

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

Speaker speaker_2: Yeah. 71548 Sunny Acres Drive, Martins Ferry, Ohio.

Speaker speaker_1: And date of birth?

Speaker speaker_2: 4/10/'92.

Speaker speaker_1: Thank you. Is this your phone number at 215-6402?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I get ... xprayer@gmail.com?

Speaker speaker_2: No, I got a, a new one.

Speaker speaker_1: Okay. What's your new email?

Speaker speaker_2: StormTeam17@icloud.com.

Speaker speaker_1: Okay. So have you... So it looks like you had multiple hire dates. I'm gonna have to do an eligibility review to see if you're eligible to get enrolled into coverage.

Speaker speaker_2: Okay. Yeah, 'cause I think that's the problem. I had, I had worked for them a couple times and I looked at my, uh, pay stub and I swear it said I was getting m- uh, sh- Medicaid or something taken out of it. That's why I called them to check.

Speaker speaker_1: I understand. Yeah, so the review process does take 24 to 48 hours. So once we hear back, I'll be able to let you know if you're eligible to get enrolled or not.

Speaker speaker_2: Okay. You just gonna call me back?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: No problem. Was there anything else I can help you with today, Mr. Xavier?

Speaker speaker_2: No, that was it.

Speaker speaker_1: If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great day, man.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you.