

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? How come, yes, I was calling to see, um, do I have small term disability? You want to see if you have short-term disability? Yeah, short-term, I'm sorry. What staffing company do you work for? ACC Healthcare. What's the last four of your social? 2809. First name? Jessica Williams. For security purposes, can you verify your address and date of birth for me? 1352 Majoring Street, Orangeburg, South Carolina 29115, August 26th, 1990. Thank you. So yeah, you do have short-term disability. Okay, um, so when were you able to apply for... I just had a baby. So I'm out of work. Mm-hmm. So it doesn't look like your coverage has been active since February 3rd. I would assume that's when you went out, uh... Hello? February 3rd of this year? Yes, ma'am. Yeah, I've been... No, I've been out of work since January 18. Okay. Um, so are you asking, are you trying to figure out how to apply for short-term disability? Yes. All right. Yeah. You mind if I put you on a brief hold? Yes, sir. Okay. Are you there, Ms. Williams? Yes. All right. So I'm gonna, I'm gonna recommend that you reach out to APL 'cause they're the carrier for that short-term disability. As of right now, it's not showing that you have active coverage for... You said you've been out since January when? The 18th. I haven't been able to return until January 31st. All right. So if you've been out since the 18th, you had, you had coverage back then. So what you want to do is try to file a claims back dating to that date. Mm-hmm. So they can cover whatever period. So they can try to see if they can cover the, the period from where you went out 'cause right now, you don't have coverage and we wouldn't be making a direct payment to make your coverage active. Okay. But when you were, when you initially started your, your, uh, when you initially left on the 18th, you did have active coverage. So I would recommend reaching out to APL and seeing how that process would work. Okay, so my coverage not active because I'm not working, right? Yes, ma'am. Okay, um, what's the number for ACO? I can give it to you whenever you're ready. Okay, one second. Let me get a pen. Okay, what's the number? So our phone num- their phone number is 1-800-256-8606. And you want to hit option four to speak with a representative. Okay. Thank you. No problem, Ms. Williams. Is there anything else I can help you with today? No, sir. That's it. Thank you. No problem. You have a great rest of your week. You too. Thank you.

Conversation Format

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

Speaker speaker_1: How come, yes, I was calling to see, um, do I have small term disability?

Speaker speaker_0: You want to see if you have short-term disability?

Speaker speaker_1: Yeah, short-term, I'm sorry.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: ACC Healthcare.

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

Speaker speaker_1: 2809.

Speaker speaker_0: First name?

Speaker speaker_1: Jessica Williams.

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

Speaker speaker_1: 1352 Majoring Street, Orangeburg, South Carolina 29115, August 26th, 1990.

Speaker speaker_0: Thank you. So yeah, you do have short-term disability.

Speaker speaker_1: Okay, um, so when were you able to apply for... I just had a baby. So I'm out of work.

Speaker speaker_0: Mm-hmm. So it doesn't look like your coverage has been active since February 3rd. I would assume that's when you went out, uh... Hello?

Speaker speaker_1: February 3rd of this year?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Yeah, I've been... No, I've been out of work since January 18.

Speaker speaker_0: Okay. Um, so are you asking, are you trying to figure out how to apply for short-term disability?

Speaker speaker_1: Yes.

Speaker speaker_0: All right.

Speaker speaker_1: Yeah.

Speaker speaker_0: You mind if I put you on a brief hold?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Are you there, Ms. Williams?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So I'm gonna, I'm gonna recommend that you reach out to APL 'cause they're the carrier for that short-term disability. As of right now, it's not showing that you

have active coverage for... You said you've been out since January when?

Speaker speaker_1: The 18th. I haven't been able to return until January 31st.

Speaker speaker_0: All right. So if you've been out since the 18th, you had, you had coverage back then. So what you want to do is try to file a claims back dating to that date.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So they can cover whatever period. So they can try to see if they can cover the, the period from where you went out 'cause right now, you don't have coverage and we wouldn't be making a direct payment to make your coverage active.

Speaker speaker_1: Okay.

Speaker speaker_0: But when you were, when you initially started your, your, uh, when you initially left on the 18th, you did have active coverage. So I would recommend reaching out to APL and seeing how that process would work.

Speaker speaker_1: Okay, so my coverage not active because I'm not working, right?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay, um, what's the number for ACO?

Speaker speaker_0: I can give it to you whenever you're ready.

Speaker speaker_1: Okay, one second. Let me get a pen. Okay, what's the number?

Speaker speaker_0: So our phone num- their phone number is 1-800-256-8606. And you want to hit option four to speak with a representative.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: No problem, Ms. Williams. Is there anything else I can help you with today?

Speaker speaker_1: No, sir. That's it.

Speaker speaker_0: Thank you. No problem. You have a great rest of your week.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you.