

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 Card. This is Malcolm, how can I help you? Yes, Doctor, I'm just new to your company and your program and I just wanna know on my, um, policy, do I have physical therapy? So I wouldn't be able to tell you because we're not the carrier. I could see what type of coverage you have and tell you your carrier and give you your carrier's phone number. What staffing company do you work for? The one just, I just spoke with someone and she told... transferred me to you. No, she supposed to transfer me. I called you. Oh, ... She trans- she transferred you to who? Did she say what staffing com- I mean, what, uh, carrier? No. Benefit in the card. So we're- we're a plan administrator. We're not a co- we're not a carrier. What staffing company do you work for? ACC. What's the last four of your social? 0226. First name. Clara. Last name. Clark. For security purposes, can you verify your address and date of birth for me? 315 Smith Street, Mobile, Alabama, 36605. And date of birth. 6/6/66. Thank you. So you got your phone number, 251-377-8234? Thank you. Correct. And I get e- and I get email is cclark07110, I mean, 10@hotmail.com? Yes. Thank you. So it looks like you have the dental and the NEC in hand. So was it for the dental or for the medical? Medical. So you wanna get, you wanna get in contact with 90 Degrees Benefits? I can give you their phone number whenever you're ready. Can you text it to me? No, ma'am, we don't- we don't send text messages. This so fucked up. It just don't make no sense.

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 Card. This is Malcolm, how can I help you?

Speaker speaker_2: Yes, Doctor, I'm just new to your company and your program and I just wanna know on my, um, policy, do I have physical therapy?

Speaker speaker_1: So I wouldn't be able to tell you because we're not the carrier. I could see what type of coverage you have and tell you your carrier and give you your carrier's phone number. What staffing company do you work for?

Speaker speaker_2: The one just, I just spoke with someone and she told... transferred me to you. No, she supposed to transfer me. I called you. Oh, ...

Speaker speaker_1: She trans- she transferred you to who? Did she say what staffing com- I mean, what, uh, carrier?

Speaker speaker_2: No. Benefit in the card.

Speaker speaker_1: So we're- we're a plan administrator. We're not a co- we're not a carrier. What staffing company do you work for?

Speaker speaker_2: ACC.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: 0226.

Speaker speaker_1: First name.

Speaker speaker_2: Clara.

Speaker speaker_1: Last name.

Speaker speaker_2: Clark.

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

Speaker speaker_2: 315 Smith Street, Mobile, Alabama, 36605.

Speaker speaker_1: And date of birth.

Speaker speaker_2: 6/6/66.

Speaker speaker_1: Thank you. So you got your phone number, 251-377-8234?

Speaker speaker_2: Thank you. Correct.

Speaker speaker_1: And I get e- and I get email is cclark07110, I mean, 10@hotmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. So it looks like you have the dental and the NEC in hand. So was it for the dental or for the medical?

Speaker speaker_2: Medical.

Speaker speaker_1: So you wanna get, you wanna get in contact with 90 Degrees Benefits? I can give you their phone number whenever you're ready.

Speaker speaker_2: Can you text it to me?

Speaker speaker_1: No, ma'am, we don't- we don't send text messages.

Speaker speaker_2: This so fucked up. It just don't make no sense.