

## **Transcript: Malcolm**

**Nash-6707100733980672-5273153625964544**

### **Full Transcript**

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hello, Malcolm. This is Loni McDowell. I just called here maybe about a hour ago 'cause um, I have... I haven't received my medical card yet but, um, I'm at this, um, patient care and it says that I need the name of the, um, medical insurance and my... What was that ma'am? You said the name and- The type of insurance and the member ID. You heard that right? Just use your ID, what staffing company do you work for? Oh, um, w- w- w- Workforce Management. Focus Workforce. Can you... What's the last four of your social? 282323. First name? Loni McDowell. You say Loni McDowell? Well, hey, my first name is Loni and my last name is McDowell. For security purposes can you verify address and date of birth for me? 134 North Jefferson Street, Allentown, PA 18102. Do you need date of birth? 821984. Do you... We got good phone number at 484-750-8902. Yes, sir. We get emails, lonibm@gmail.com? Yes, sir. You... So you said an ID card was sent to you? Uh, well, um, the guy said he was going to send one in for me but I'm at a place right now and they need... What did you need, ma'am? Sorry. The type of insurance, like the name and the member ID. Okay. Let's see here. You mind if I put you in a brief hold? No, go ahead. Thank you. 484-750-8902. That card was meant for me to come but I'm on hold. Are you there Mr. McDowell? Yeah. Hey, so it looks like we stopped the last phone call, there was an issue with, uh, with getting your ID card and it's still being investigated. He said he was gonna give you a call back once we got a update about the issue. No, um, he said he would want to have one shipped out, since, since one of them never got shipped out before. So, looks like he had to email the back office because there was an issue with your card and they're waiting to, to see what's been going on with that issue. Okay. So I, right now, wouldn't be able to provide you with any card information because it's not, because of that issue. So there's no, like, member ID or something like that? That's the issue, sir. It's not showing up in the system and that's why we had to send a message to the back office and see what's going on with that. Oh. You heard that? No. Okay. What's your zip, 18103? 102. I can tell you- Okay. ... the carrier, your carrier is, um, 90 Degree Benefits but I wouldn't be able to tell you any group number information because it was not showing up in the system. 90 Degree, Intersect? Okay. It's okay. Just, you can fill out this form and then when we get the bill in the mail, hopefully your- Insurance will- ... your insurance card will be in and you can call or put it in the mailbox. All right. Sorry, boss. No, you're fine, Mr. McDowell. I apologize. As soon as we able to get an update, we'll give you a call back and let you know. Yes, sir. All right. You have a great rest of your week, Mr. Loni. Same to you. 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: Hello, Malcolm. This is Loni McDowell. I just called here maybe about a hour ago 'cause um, I have... I haven't received my medical card yet but, um, I'm at this, um, patient care and it says that I need the name of the, um, medical insurance and my... What was that ma'am? You said the name and-

Speaker speaker\_2: The type of insurance and the member ID.

Speaker speaker\_1: You heard that right?

Speaker speaker\_0: Just use your ID, what staffing company do you work for?

Speaker speaker\_1: Oh, um, w- w- w- Workforce Management. Focus Workforce.

Speaker speaker\_0: Can you... What's the last four of your social?

Speaker speaker\_1: 282323.

Speaker speaker\_0: First name?

Speaker speaker\_1: Loni McDowell.

Speaker speaker\_0: You say Loni McDowell?

Speaker speaker\_1: Well, hey, my first name is Loni and my last name is McDowell.

Speaker speaker\_0: For security purposes can you verify address and date of birth for me?

Speaker speaker\_1: 134 North Jefferson Street, Allentown, PA 18102.

Speaker speaker\_0: Do you need date of birth?

Speaker speaker\_1: 821984.

Speaker speaker\_0: Do you... We got good phone number at 484-750-8902.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: We get emails, lonibm@gmail.com?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: You... So you said an ID card was sent to you?

Speaker speaker\_1: Uh, well, um, the guy said he was going to send one in for me but I'm at a place right now and they need... What did you need, ma'am? Sorry.

Speaker speaker\_2: The type of insurance, like the name and the member ID.

Speaker speaker\_0: Okay. Let's see here. You mind if I put you in a brief hold?

Speaker speaker\_1: No, go ahead.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: 484-750-8902. That card was meant for me to come but I'm on hold.

Speaker speaker\_2: Are you there Mr. McDowell?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Hey, so it looks like we stopped the last phone call, there was an issue with, uh, with getting your ID card and it's still being investigated. He said he was gonna give you a call back once we got a update about the issue.

Speaker speaker\_1: No, um, he said he would want to have one shipped out, since, since one of them never got shipped out before.

Speaker speaker\_0: So, looks like he had to email the back office because there was an issue with your card and they're waiting to, to see what's been going on with that issue.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So I, right now, wouldn't be able to provide you with any card information because it's not, because of that issue.

Speaker speaker\_1: So there's no, like, member ID or something like that?

Speaker speaker\_0: That's the issue, sir. It's not showing up in the system and that's why we had to send a message to the back office and see what's going on with that.

Speaker speaker\_1: Oh. You heard that?

Speaker speaker\_2: No.

Speaker speaker\_1: Okay.

Speaker speaker\_2: What's your zip, 18103?

Speaker speaker\_1: 102.

Speaker speaker\_0: I can tell you-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... the carrier, your carrier is, um, 90 Degree Benefits but I wouldn't be able to tell you any group number information because it was not showing up in the system.

Speaker speaker\_1: 90 Degree, Intersect? Okay.

Speaker speaker\_2: It's okay. Just, you can fill out this form and then when we get the bill in the mail, hopefully your-

Speaker speaker\_1: Insurance will-

Speaker speaker\_2: ... your insurance card will be in and you can call or put it in the mailbox.

Speaker speaker\_1: All right. Sorry, boss.

Speaker speaker\_0: No, you're fine, Mr. McDowell. I apologize. As soon as we are able to get an update, we'll give you a call back and let you know.

Speaker speaker\_1: Yes, sir. All right.

Speaker speaker\_0: You have a great rest of your week, Mr. Loni.

Speaker speaker\_1: Same to you.

Speaker speaker\_0: Thank you.