

Transcript: Malcolm

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Full Transcript

Plans for the Home and Benefits and a Card, this is Malcolm, how can I help you? Well, hey, Malcolm, my name is Jason. I work with ATC Healthcare as a recruiter. And, um, I have a potential employee that had a question about, um, coverage for, like, um, inpatient delivery, like, um, giving birth, um, and w- what kind of coverage she would need to get and how that would cover her. All right, so that sounds like a question you wanna ask the carrier directly. Unfortunately, I wouldn't... 'Cause we're not the carrier, we're just the plan administrator. I can give her or give you a phone number to a person with American Public Life, who will be the carrier for that medical, who will be able to answer specific questions like that. Uh, let's see. All right. What's the number? Thanks. So her name is Sandra. She works for American Public Life. Her phone number is 601-936-3287. Mm-hmm. Mm-hmm. 3287. Sandra, American Public Life? Yes, ma'am. And I- I mean, yes, sir. And I have one more phone number as well if she doesn't answer. All right. And her name's Belicia. How do you spell that? B-E-L-I-C-I-A. Mm-hmm. And her, her phone number is 601- Mm-hmm. ... 936-3290. Mm-hmm. 3290? Yes, sir. All righty, I appreciate it. No problem, sir. Well, is there anything else I can help you with today? Nope, that's it. I just wanted to make sure that I'm explaining this coverage properly. Oh, you're fine. Uh, if there's nothing else, thanks for calling Benefits and a Card. Hope you have a great weekend, man. Thank you. Take care. Thank you.

Conversation Format

Speaker speaker_0: Plans for the Home and Benefits and a Card, this is Malcolm, how can I help you?

Speaker speaker_1: Well, hey, Malcolm, my name is Jason. I work with ATC Healthcare as a recruiter. And, um, I have a potential employee that had a question about, um, coverage for, like, um, inpatient delivery, like, um, giving birth, um, and w- what kind of coverage she would need to get and how that would cover her.

Speaker speaker_0: All right, so that sounds like a question you wanna ask the carrier directly. Unfortunately, I wouldn't... 'Cause we're not the carrier, we're just the plan administrator. I can give her or give you a phone number to a person with American Public Life, who will be the carrier for that medical, who will be able to answer specific questions like that.

Speaker speaker_1: Uh, let's see. All right. What's the number?

Speaker speaker_0: Thanks. So her name is Sandra. She works for American Public Life. Her phone number is 601-936-3287.

Speaker speaker_1: Mm-hmm. Mm-hmm. 3287. Sandra, American Public Life?

Speaker speaker_0: Yes, ma'am. And I- I mean, yes, sir. And I have one more phone number as well if she doesn't answer.

Speaker speaker_1: All right.

Speaker speaker_0: And her name's Belicia.

Speaker speaker_1: How do you spell that?

Speaker speaker_0: B-E-L-I-C-I-A.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And her, her phone number is 601-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 936-3290.

Speaker speaker_1: Mm-hmm. 3290?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All righty, I appreciate it.

Speaker speaker_0: No problem, sir. Well, is there anything else I can help you with today?

Speaker speaker_1: Nope, that's it. I just wanted to make sure that I'm explaining this coverage properly.

Speaker speaker_0: Oh, you're fine. Uh, if there's nothing else, thanks for calling Benefits and a Card. Hope you have a great weekend, man.

Speaker speaker_1: Thank you. Take care.

Speaker speaker_0: Thank you.