

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hey, Malcolm. Um, my name is Kim Harrington and I was calling because, um, I was wanting to be able to pay, um, for our insurance through, um, May 4th. And my husband had called not too long ago and he got a total, but, um, it doesn't really make sense to me because of... 'Cause we're supposed to have been paid through April 4th, or 2nd I mean. I think it was, um, and... Yeah, April 2nd, and um, and, we're looking to pay through May 4th, and the price that they gave me, um, seems like a price for 10 weeks and it's... And I don't understand why it's so much, so... Sorry- I was wondering if you could explain that to me before I send the check. I'm not sure what you're referring to exactly, ma'am. So we're Benefits in a Card. We're a plan administrator for health insurance- Okay. ... acting companies. Okay. Well this is... Okay. So there was a... I was on the phone with somebody else and she told me that, for 90 Degree Benefits, and she told me that I needed to call you guys. She trans- she just transferred me to you, saying that I needed to speak with you. Um- So is it under your- Yeah, I didn't know I was supposed to speak with them about this, but... So are you... I'm gonna need to pull up your account first. I'm sorry? Listen, let me pull up your account first so I can see exactly what's going on. Okay. Are you with... So is it under your account- Oh yeah. ... or is under your husband name? It's under my husband's name. So are you under his cover? 'Cause we're doing a COBRA. Yes, yes. Okay. COBRA. Okay. I'm glad you mentioned COBRA. So we don't do anything with COBRA and 90 Degree- No. ... as to who you want to speak with. Have you, sir, do said 90 Degree, 90 Degree sent you here? Or somebody else sent you here? 90 Degree. Well, because I have paperwork in front of me that says, um, where I have to mail the check to, and it says if I have any questions, to call 90 Degree Benefits and it has the phone number, and when I called, the girl said that they only deal with the dental portion. They don't... 'Cause this is dental and vision. And she said- Yeah. ... there's another group. Let me transfer you. So. So I think, I think you're calling from a APL transfer line, so I think you called the wrong carrier. APL's your carrier for the dental. 90 Degree Ben- Benefits covers- Okay. ... covers, uh, anything to do with COBRA. So I can get you... I think you were on the phone with APL, and that's why they transferred you to us. But I can get you on the phone with 90 Degree Benefits and I can- Okay. ... give you their phone number as well. Okay. That's, that's great. Yeah, 'cause the paperwork they gave me, I have to mail the check to 90 Degree Benefits Attention VIC COBRA and, and then it has the phone number to call but that would be great if you can get me- So then what- ... on the right number. What phone number do they have for you? They gave me 1-800-833-4296 option one. Yeah. So that's, that's the right number you should be calling. I'm not sure why somebody from 90 Degree Benefits would tell you you will call us and it, about COBRA- Huh. ... because we don't do anything with COBRA. They handle COBRA there. Yeah. Okay. All right. I'll try it again and see if I get somebody different

that knows what I'm talking about. All right. Thank you. No problem. Thanks for calling Benefits in the Card. Hope you have a great rest of your week. Thanks. You too. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hey, Malcolm. Um, my name is Kim Harrington and I was calling because, um, I was wanting to be able to pay, um, for our insurance through, um, May 4th. And my husband had called not too long ago and he got a total, but, um, it doesn't really make sense to me because of... 'Cause we're supposed to have been paid through April 4th, or 2nd I mean. I think it was, um, and... Yeah, April 2nd, and um, and, we're looking to pay through May 4th, and the price that they gave me, um, seems like a price for 10 weeks and it's... And I don't understand why it's so much, so...

Speaker speaker_0: Sorry-

Speaker speaker_1: I was wondering if you could explain that to me before I send the check.

Speaker speaker_0: I'm not sure what you're referring to exactly, ma'am. So we're Benefits in a Card. We're a plan administrator for health insurance-

Speaker speaker_1: Okay.

Speaker speaker_0: ... acting companies.

Speaker speaker_1: Okay. Well this is... Okay. So there was a... I was on the phone with somebody else and she told me that, for 90 Degree Benefits, and she told me that I needed to call you guys. She trans- she just transferred me to you, saying that I needed to speak with you. Um-

Speaker speaker_0: So is it under your-

Speaker speaker_1: Yeah, I didn't know I was supposed to speak with them about this, but...

Speaker speaker_0: So are you... I'm gonna need to pull up your account first.

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Listen, let me pull up your account first so I can see exactly what's going on.

Speaker speaker_1: Okay.

Speaker speaker_0: Are you with... So is it under your account-

Speaker speaker_1: Oh yeah.

Speaker speaker_0: ... or is under your husband name?

Speaker speaker_1: It's under my husband's name.

Speaker speaker_0: So are you under his cover?

Speaker speaker_1: 'Cause we're doing a COBRA. Yes, yes.

Speaker speaker_0: Okay. COBRA. Okay. I'm glad you mentioned COBRA. So we don't do anything with COBRA and 90 Degree-

Speaker speaker_1: No.

Speaker speaker_0: ... as to who you want to speak with. Have you, sir, do said 90 Degree, 90 Degree sent you here? Or somebody else sent you here?

Speaker speaker_1: 90 Degree. Well, because I have paperwork in front of me that says, um, where I have to mail the check to, and it says if I have any questions, to call 90 Degree Benefits and it has the phone number, and when I called, the girl said that they only deal with the dental portion. They don't... 'Cause this is dental and vision. And she said-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... there's another group. Let me transfer you. So.

Speaker speaker_0: So I think, I think you're calling from a APL transfer line, so I think you called the wrong carrier. APL's your carrier for the dental. 90 Degree Ben- Benefits covers-

Speaker speaker_1: Okay.

Speaker speaker_0: ... covers, uh, anything to do with COBRA. So I can get you... I think you were on the phone with APL, and that's why they transferred you to us. But I can get you on the phone with 90 Degree Benefits and I can-

Speaker speaker_1: Okay.

Speaker speaker_0: ... give you their phone number as well.

Speaker speaker_1: Okay. That's, that's great. Yeah, 'cause the paperwork they gave me, I have to mail the check to 90 Degree Benefits Attention VIC COBRA and, and then it has the phone number to call but that would be great if you can get me-

Speaker speaker_0: So then what-

Speaker speaker_1: ... on the right number.

Speaker speaker_0: What phone number do they have for you?

Speaker speaker_1: They gave me 1-800-833-4296 option one.

Speaker speaker_0: Yeah. So that's, that's the right number you should be calling. I'm not sure why somebody from 90 Degree Benefits would tell you you will call us and it, about COBRA-

Speaker speaker_1: Huh.

Speaker speaker_0: ... because we don't do anything with COBRA. They handle COBRA there.

Speaker speaker_1: Yeah. Okay. All right. I'll try it again and see if I get somebody different that knows what I'm talking about. All right. Thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Card. Hope you have a great rest of your week.

Speaker speaker_1: Thanks. You too. Bye-bye.

Speaker speaker_0: Bye.