

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits on the Card. This is Malcolm, how can I help you? Hi, Malcolm. My name is Melissa, and I'm calling from S. Williams Law Firm. I'm calling to get your subrogation department. Uh, w- which department? Say that one more time for me? Subro- subrogation. How do you spell that? S-U-B-R-O-G-A-T-I-O-N. Okay. Ma'am, if I put you on a brief hold? Sure. Thank you. Thank you. Okay. He's gonna be like, "God, this is amazing." You need to go let him know what the fuck is going on. No, I'm, I'm, I'm gonna get paid for this. You want pay? No. Damn, you didn't scam her. Yeah. I think that's the man. I'd say. He's gonna go over here and click on the mic. Uh, uh, I'm on a beat right now. Are you there, ma'am? Yes, I am. Could you explain to me exactly what subrogation means? Subrogation, um, means that you have someone that, um, if you pay claims for a client, one of your paid... Your clients, um, subrogation handles that for the insurance, the provider. Okay, so is it- It was a motor vehicle accident. So this about claims? Yes. Okay, so- What I need to do is- If you have- ... send, send over a lien. Is send a lien, a lien correspondence over. Okay, so that would be for the carrier accident, correct? When a person provided insurance? Yeah, it could be, um, 'cause it is... First of all, you know, 'cause I got the number off the back of the client's card, um, so I'm calling you to get that information. Okay. So I'm trying to figure out if th-... 'Cause it shows two different names, Benefits and a Card, and it also says 90 Degree Benefits. Okay, so yeah, 90 Degree Benefits will be the actual carrier. We're Benefits and the Card, we're just the plan administrator for health insurance for staffing companies. Admin-istrator. I can give you 90 Degrees- Okay, hold on. ... phone number and information, if needed. Yes, can you do that? Yes. Yeah, sure. I def- definitely need that. Well, whenever you're ready. Go ahead. It's 1-800-833-4296. And you wanna hit option one to speak with a representative. Okay. And do you have... Well, that's the number I called, 800-833-4296. You need to hit option one. Not sure if I did. I think I did option four, so do option one on that number. Yeah, and that'll get you through. Yeah. And you have their address? You have the address for Ben- 90 Degree Benefits? No, ma'am, I would not. Okay, so I hit option one instead of four. Thank you so much, Malcolm. I appreciate it. No problem. Is there anything else I can help you with today? That would be it. Thank you. No problem. Thanks for calling Benefits and the Card

### Conversation Format

Speaker speaker\_0: Thanks for calling Benefits on the Card. This is Malcolm, how can I help you?

Speaker speaker\_1: Hi, Malcolm. My name is Melissa, and I'm calling from S. Williams Law Firm. I'm calling to get your subrogation department.

Speaker speaker\_0: Uh, w- which department? Say that one more time for me?

Speaker speaker\_1: Subro- subrogation.

Speaker speaker\_0: How do you spell that?

Speaker speaker\_1: S-U-B-R-O-G-A-T-I-O-N.

Speaker speaker\_0: Okay. Ma'am, if I put you on a brief hold?

Speaker speaker\_1: Sure.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Okay. He's gonna be like, "God, this is amazing." You need to go let him know what the fuck is going on.

Speaker speaker\_3: No, I'm, I'm, I'm gonna get paid for this. You want pay?

Speaker speaker\_1: No. Damn, you didn't scam her.

Speaker speaker\_3: Yeah.

Speaker speaker\_2: I think that's the man. I'd say. He's gonna go over here and click on the mic. Uh, uh, I'm on a beat right now.

Speaker speaker\_0: Are you there, ma'am?

Speaker speaker\_1: Yes, I am.

Speaker speaker\_0: Could you explain to me exactly what subrogation means?

Speaker speaker\_1: Subrogation, um, means that you have someone that, um, if you pay claims for a client, one of your paid... Your clients, um, subrogation handles that for the insurance, the provider.

Speaker speaker\_0: Okay, so is it-

Speaker speaker\_1: It was a motor vehicle accident.

Speaker speaker\_0: So this about claims?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so-

Speaker speaker\_1: What I need to do is-

Speaker speaker\_0: If you have-

Speaker speaker\_1: ... send, send over a lien. Is send a lien, a lien correspondence over.

Speaker speaker\_0: Okay, so that would be for the carrier accident, correct? When a person provided insurance?

Speaker speaker\_1: Yeah, it could be, um, 'cause i- is... First of all, you know, 'cause I got the number off the back of the client's card, um, so I'm calling you to get that information.

Speaker speaker\_0: Okay.

Speaker speaker\_1: So I'm trying to figure out if th-... 'Cause it shows two different names, Benefits and a Card, and it also says 90 Degree Benefits.

Speaker speaker\_0: Okay, so yeah, 90 Degree Benefits will be the actual carrier. We're Benefits and the Card, we're just the plan administrator for health insurance for staffing companies.

Speaker speaker\_1: Admin-istrator.

Speaker speaker\_0: I can give you 90 Degrees-

Speaker speaker\_1: Okay, hold on.

Speaker speaker\_0: ... phone number and information, if needed.

Speaker speaker\_1: Yes, can you do that? Yes.

Speaker speaker\_0: Yeah, sure.

Speaker speaker\_1: I def- definitely need that.

Speaker speaker\_0: Well, whenever you're ready.

Speaker speaker\_1: Go ahead.

Speaker speaker\_0: It's 1-800-833-4296. And you wanna hit option one to speak with a representative.

Speaker speaker\_1: Okay. And do you have... Well, that's the number I called, 800-833-4296.

Speaker speaker\_0: You need to hit option one.

Speaker speaker\_1: Not sure if I did. I think I did option four, so do option one on that number.

Speaker speaker\_0: Yeah, and that'll get you through. Yeah.

Speaker speaker\_1: And you have their address? You have the address for Ben- 90 Degree Benefits?

Speaker speaker\_0: No, ma'am, I would not.

Speaker speaker\_1: Okay, so I hit option one instead of four. Thank you so much, Malcolm. I appreciate it.

Speaker speaker\_0: No problem. Is there anything else I can help you with today?

Speaker speaker\_1: That would be it. Thank you.

Speaker speaker\_0: No problem. Thanks for calling Benefits and the Card