

Transcript: Malcolm

Nash-4748641566507008-5775071238733824

Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Yeah, Malcolm, uh, my name is Samuel Blackburn and, uh, I work for WorkSource. And I still haven't received my medical card. And I'm trying to set up an appointment with your he- uro- urologist and they need the name to mail the instruments and I don't know it. I was wondering if you could email me the information. All right. What's the last four of your Social? 9377. You said 9377? Yes, sir. First name? Samuel. All right. For security purposes, can you verify your address and date of birth for me? Uh... man. Uh... I'm not using- Okay. ... that address and I can't remember the address. Uh, it was Hope Campus, that's all I know. I can't remember the address, so. You can verify with your full Social too, if you'd like. All right. 458-81-9377. Thank you. So we got a 301 South East Street, Fort Smith, Arkansas 72901. Yeah, I'm not there anymore. H- what's your new address? Uh, it's 1105 South 10th Street, Apartment nine. You said 1105 South 10th Street? Apartment nine. Apartment nine. And then the city state zip code? Fort Smith, Arkansas 72901. And date of birth is 27/08? Yes. Thank you. And the phone number is 479-492-1226? No. Phone number is- What is it then? ... 479-479-222-9106. Six... 479-222-9106? Yes. Thank you. And the email is samuelgblackburn@gmail.com? Yes, sir. Thank you. So you said you need your medical card sent to you? Yeah, 'cause it never did arrive at Hope Campus. And I've made since then. All right, I'm gonna put you on brief hold. Do you mind if I put you on brief hold while I get that ID card for you? Not at all. Thank you. How you doing, Mr. Blackburn? I'm here. I- I just sent that ID card to your email. And before I get off the phone, I just wanna confirm, you said 1105 South 10th Street, correct? Yes. Okay. Apartment nine. Yes, sir. You should receive it... a physical card within one to two weeks. And I just sent a digital one to your email. Okay. Sounds good, Mark. Yep. I appreciate it. No problem, Mr. Blackburn. Was there anything else I can help you with today? That's it. That's all I needed so I can tell the doctor. So you want to tell him your carrier is 90 Degree Benefits. You could also go to multi- Say what? Your carrier is 90 Degree Benefit. You can also go to multiplan.com. That website will tell you what doctors in the area take your insurance. Is- that is also included in the email I sent you. Okay. Yep. If there's nothing else, thanks for calling Benefits in a Card, Mr. Samuel. I hope you have a great rest of your week. All right. Thank you very much. No problem.

Conversation Format

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

Speaker speaker_1: Yeah, Malcolm, uh, my name is Samuel Blackburn and, uh, I work for WorkSource. And I still haven't received my medical card. And I'm trying to set up an appointment with your he- uro- urologist and they need the name to mail the instruments and I don't know it. I was wondering if you could email me the information.

Speaker speaker_0: All right. What's the last four of your Social?

Speaker speaker_1: 9377.

Speaker speaker_0: You said 9377?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: First name?

Speaker speaker_1: Samuel.

Speaker speaker_0: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Uh... man. Uh... I'm not using-

Speaker speaker_0: Okay.

Speaker speaker_1: ... that address and I can't remember the address. Uh, it was Hope Campus, that's all I know. I can't remember the address, so.

Speaker speaker_0: You can verify with your full Social too, if you'd like.

Speaker speaker_1: All right. 458-81-9377.

Speaker speaker_0: Thank you. So we got a 301 South East Street, Fort Smith, Arkansas 72901.

Speaker speaker_1: Yeah, I'm not there anymore.

Speaker speaker_0: H- what's your new address?

Speaker speaker_1: Uh, it's 1105 South 10th Street, Apartment nine.

Speaker speaker_0: You said 1105 South 10th Street?

Speaker speaker_1: Apartment nine.

Speaker speaker_0: Apartment nine. And then the city state zip code?

Speaker speaker_1: Fort Smith, Arkansas 72901.

Speaker speaker_0: And date of birth is 27/08?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. And the phone number is 479-492-1226?

Speaker speaker_1: No. Phone number is-

Speaker speaker_0: What is it then?

Speaker speaker_1: ... 479-479-222-9106.

Speaker speaker_0: Six... 479-222-9106?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. And the email is samuelgblackburn@gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Thank you. So you said you need your medical card sent to you?

Speaker speaker_1: Yeah, 'cause it never did arrive at Hope Campus. And I've made since then.

Speaker speaker_0: All right, I'm gonna put you on brief hold. Do you mind if I put you on brief hold while I get that ID card for you?

Speaker speaker_1: Not at all.

Speaker speaker_0: Thank you. How you doing, Mr. Blackburn?

Speaker speaker_1: I'm here.

Speaker speaker_0: I- I just sent that ID card to your email. And before I get off the phone, I just wanna confirm, you said 1105 South 10th Street, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Apartment nine.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: You should receive it... a physical card within one to two weeks. And I just sent a digital one to your email.

Speaker speaker_1: Okay. Sounds good, Mark.

Speaker speaker_0: Yep.

Speaker speaker_1: I appreciate it.

Speaker speaker_0: No problem, Mr. Blackburn. Was there anything else I can help you with today?

Speaker speaker_1: That's it. That's all I needed so I can tell the doctor.

Speaker speaker_0: So you want to tell him your carrier is 90 Degree Benefits. You could also go to multi-

Speaker speaker_1: Say what?

Speaker speaker_0: Your carrier is 90 Degree Benefit. You can also go to multiplan.com. That website will tell you what doctors in the area take your insurance. Is- that is also included in the email I sent you.

Speaker speaker_1: Okay.

Speaker speaker_0: Yep. If there's nothing else, thanks for calling Benefits in a Card, Mr. Samuel. I hope you have a great rest of your week.

Speaker speaker_1: All right. Thank you very much.

Speaker speaker_0: No problem.