

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits and the card. This is Malcolm. How can I help you? Hi, there. Um, so I enrolled in my benefit, but I don't believe I received a card for my medical coverage. Which staffing company do you work for? Creative Circle. Say that again. Creative Circle. Last four of your Social? 7168. First name? Eloisa. Last name? Eguavoen. For security purposes, can you verify your address and date of birth for me? 1501 Elm Street, Apartment 1809, December 1st, 1997. Get you... Is that your phone number, 416-428-5074? Yep. Let me get your email is L-O-S-A-E G-U-A-V-O-E-N@gmail.com? Yeah. You... So you need a medical card sent to you physically and di- and visually? Yes, please. Yeah. Is there any... 'Cause I had to go to the doctor yesterday and I wasn't able to give my, um, insurance. So is there any way I can- Understand. Is there any way I can get a claim? So we don't do anything with claims here. That's something you'll reach out to your carrier directly about. That'd be American Public Life. You mind if I put you on brief hold while I get those cards for you? Okay. So Americ... Who does it say? American Public Life. Okay. Thank you. You mind if I put you on brief hold while I get those cards for you? Yeah. Thank you. Thank you. Are you there, Ms. Eloisa? Hello? All right. So I just sent that ID card to your email and I just put in a request for it to be sent physically as well. Okay. Thank you. No problem. It'll take- Um- Go ahead? I'm lo- Uh, sorry, what were you saying? It'll take one to two weeks for your, um, ID card to get to you physically. Okay. Um, and then, so my medical insurance is American Public Life? Yes, ma'am. Okay. Yeah. No, I definitely didn't receive that in the mail. Um, okay. Yeah. All right. That's cool. Was there anything else I can help you with today, Ms. Eloisa? Uh, what about my dental insurance? Who's that with? Say which, which insurance? Dental. Dental is also with American Public Life. Okay. So should I just create, um, something online, like, uh, an account with them? What do you mean create an account? You just call them. Are you... What do you, what do you mean, ma'am? Um, t-'cause I can create... It says that I can file claims online here, so... But, okay. Oh, so I don't know, I don't know how the claim process work. You'll want to reach out to American Pub- Public Life directly for help with claims. Okay. Thank you. Do you have their phone number? Um, no, I don't. We can give it to you whenever you're ready. Okay. Are you ready? Yep. All right. It's 1-800- Yep. ... 256- Yeah. ... 8606. Okay. And then you can- you can hit option 4 to speak with a representative. Okay, great. Thank you. All right. Was there anything else I can help you with today, Ms. Eloisa? No, that's it. Benefits and the card. I hope you have a great holiday. You as well. Take care. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: ... benefits and the card. This is Malcolm. How can I help you?

Speaker speaker_2: Hi, there. Um, so I enrolled in my benefit, but I don't believe I received a card for my medical coverage.

Speaker speaker_1: Which staffing company do you work for?

Speaker speaker_2: Creative Circle.

Speaker speaker_1: Say that again.

Speaker speaker_2: Creative Circle.

Speaker speaker_1: Last four of your Social?

Speaker speaker_2: 7168.

Speaker speaker_1: First name?

Speaker speaker_2: Eloisa.

Speaker speaker_1: Last name?

Speaker speaker_2: Eguavoen.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 1501 Elm Street, Apartment 1809, December 1st, 1997.

Speaker speaker_1: Get you... Is that your phone number, 416-428-5074?

Speaker speaker_2: Yep.

Speaker speaker_1: Let me get your email is L-O-S-A-E G-U-A-V-O-E-N @gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: You... So you need a medical card sent to you physically and di- and visually?

Speaker speaker_2: Yes, please. Yeah. Is there any... 'Cause I had to go to the doctor yesterday and I wasn't able to give my, um, insurance. So is there any way I can-

Speaker speaker_1: Understand.

Speaker speaker_2: Is there any way I can get a claim?

Speaker speaker_1: So we don't do anything with claims here. That's something you'll reach out to your carrier directly about. That'd be American Public Life. You mind if I put you on brief hold while I get those cards for you?

Speaker speaker_2: Okay. So Americ... Who does it say?

Speaker speaker_1: American Public Life.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You mind if I put you on brief hold while I get those cards for you?

Speaker speaker_2: Yeah. Thank you.

Speaker speaker_1: Thank you. Are you there, Ms. Eloisa?

Speaker speaker_2: Hello?

Speaker speaker_1: All right. So I just sent that ID card to your email and I just put in a request for it to be sent physically as well.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. It'll take-

Speaker speaker_2: Um-

Speaker speaker_1: Go ahead?

Speaker speaker_2: I'm lo- Uh, sorry, what were you saying?

Speaker speaker_1: It'll take one to two weeks for your, um, ID card to get to you physically.

Speaker speaker_2: Okay. Um, and then, so my medical insurance is American Public Life?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. Yeah. No, I definitely didn't receive that in the mail. Um, okay.

Speaker speaker_3: Yeah.

Speaker speaker_1: All right.

Speaker speaker_2: That's cool.

Speaker speaker_1: Was there anything else I can help you with today, Ms. Eloisa?

Speaker speaker_2: Uh, what about my dental insurance? Who's that with?

Speaker speaker_1: Say which, which insurance?

Speaker speaker_2: Dental.

Speaker speaker_1: Dental is also with American Public Life.

Speaker speaker_2: Okay. So should I just create, um, something online, like, uh, an account with them?

Speaker speaker_1: What do you mean create an account? You just call them. Are you...
What do you, what do you mean, ma'am?

Speaker speaker_2: Um, t- 'cause I can create... It says that I can file claims online here, so... But, okay.

Speaker speaker_1: Oh, so I don't know, I don't know how the claim process work. You'll want to reach out to American Pub- Public Life directly for help with claims.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Do you have their phone number?

Speaker speaker_2: Um, no, I don't.

Speaker speaker_1: We can give it to you whenever you're ready.

Speaker speaker_2: Okay.

Speaker speaker_1: Are you ready?

Speaker speaker_2: Yep.

Speaker speaker_1: All right. It's 1-800-

Speaker speaker_2: Yep.

Speaker speaker_1: ... 256-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... 8606.

Speaker speaker_2: Okay.

Speaker speaker_1: And then you can- you can hit option 4 to speak with a representative.

Speaker speaker_2: Okay, great. Thank you.

Speaker speaker_1: All right. Was there anything else I can help you with today, Ms. Eloisa?

Speaker speaker_2: No, that's it.

Speaker speaker_1: Benefits and the card. I hope you have a great holiday.

Speaker speaker_2: You as well. Take care.

Speaker speaker_1: Thank you.