

## Transcript: Malcolm

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, Malcolm. Um, I've got an issue. Um, I, I did have the 90-degree benefits through my workplace, um, but I called over a month ago, um, to have that stopped, because I'm pregnant and I have Medicaid now, so I had no need to keep paying for it. And the guy I spoke to told me it would take seven to ten days for it to, uh, stop coming out of my checks or whatever and, and completely end. And I have tried... I have went to see my doctor, um, today makes the second time now, and they're telling me that I can't even be seen because there's a 90-degree benefits listed under my name still, and that was over a month ago that I called. So, um, they said they had just called you guys today, um, to verify whether or not I still had the, the 90-degree benefits and that you guys told them that I do. And I should not have, because that, like I said, was over a month ago that I called, so there's no way that I should still have that insurance. All right. What staffing company do you work for, ma'am? Uh, Surge. What's the last four of your social? Uh, 7276. First name? Tiffany. You said Tiffany? Yes. T-I-F-F-A-N-Y. Last name? McGeorge. M-C-G-E-O-R-G-E. Right. For security purposes, can you verify your address and date of birth for me? Address is 1950 Princeton Street, Parkersburg, West Virginia, 26101. Uh, date of birth is 12/2/91. Thank you. So we got your phone number, 304-483-1221? Yes. And the email is mcgeorge2021@gmail.com? Yes. Yeah. You mind if I put you on a brief hold? That's fine. Thank you. Are you there, Ms. Tiffany? Yes. Yeah, so it looks like you called on the, the 23rd to cancel your coverage. Uh, yeah. The last- So yeah, it takes two... It takes one to two weeks for the cancellation process, and it looks like your coverage ended on 12/8/24. So I'm not sure why. And it doesn't look like anybody called here, because there's no note from somebody with no back call. She just gave me... Yeah, she just gave me, uh, the lady's name and the reference number that she just called. So what was the lady's name? And I can give you that if you need. Yeah. What was the lady name? Uh, her name is Diamond Gross. Yeah, she... We don't have anybody by that name here, ma'am. Uh, she spoke to... No, that is who called. She spoke to a Lisa M., and the reference number is 122-32024. We also don't have anyone with a Lisa work here, ma'am. I'm not sure who she spoke with, but she didn't speak with anybody here, because if she did, there would be a note on your file that she were... that we were contacted.... by the carrier. Your coverage ended on 12/8. I'm not sure who told you they still had active coverage or where that information was coming from. You said on 12/8? Yes, ma'am. That's two weeks after you called the company. Okay. And that's basically how the process works. Okay. Um, so they're... they close at 4:00, so if I call her back, um, can I... Can she call you yourself? Is there some way that she can get in touch with you directly? 'Cause she might have hit the wrong option or whatever when she called. She might have spoke to somebody else through that insurance. Do you know what phone number it was that she

called? Uh, I do not. Okay. Um, yeah, you can give them the... You can get them to give us a call via... or, it's the phone number that she called, the 1-800-497-4856. Okay. Um, is there... is there some way... Do they... Can they just talk? Is it a random person, or can she just talk to you directly? She'll most likely get someone else, but they'll tell her the same thing, 'cause we all know. Okay. Because they all... we all have access to see that no one, like, can pull up your file and be able to give the same... I'm going to leave a note stating there... the reason why you called, and then whoever gets you next or gets the call regarding to you will be able to relay the message to them. Okay. Um, well, let me call their billing number back real fast, and then, um, I'll, I'll give them... I'll make sure that they called the right number and everything, 'cause I've, I've... really, today's my second appointment. I've got to get this settled, like, as soon as possible. Um, so I'll just call them back and, and make sure that they're calling the right number and make sure they know I don't have that insurance anymore. Yes, ma'am. I understand. All righty. Well, thank you. No problem, Ms. Tiffany. Was there anything else I can help you with today? No, that's all. Thank you. No problem. Thanks for calling Benefits in the Card. I hope you have a great holiday. You too. Thanks.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_2: Hi, Malcolm. Um, I've got an issue. Um, I, I did have the 90-degree benefits through my workplace, um, but I called over a month ago, um, to have that stopped, because I'm pregnant and I have Medicaid now, so I had no need to keep paying for it. And the guy I spoke to told me it would take seven to ten days for it to, uh, stop coming out of my checks or whatever and, and completely end. And I have tried... I have went to see my doctor, um, today makes the second time now, and they're telling me that I can't even be seen because there's a 90-degree benefits listed under my name still, and that was over a month ago that I called. So, um, they said they had just called you guys today, um, to verify whether or not I still had the, the 90-degree benefits and that you guys told them that I do. And I should not have, because that, like I said, was over a month ago that I called, so there's no way that I should still have that insurance.

Speaker speaker\_1: All right. What staffing company do you work for, ma'am?

Speaker speaker\_2: Uh, Surge.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_2: Uh, 7276.

Speaker speaker\_1: First name?

Speaker speaker\_2: Tiffany.

Speaker speaker\_1: You said Tiffany?

Speaker speaker\_2: Yes. T-I-F-F-A-N-Y.

Speaker speaker\_1: Last name?

Speaker speaker\_2: McGeorge. M-C-G-E-O-R-G-E.

Speaker speaker\_1: Right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Address is 1950 Princeton Street, Parkersburg, West Virginia, 26101. Uh, date of birth is 12/2/91.

Speaker speaker\_1: Thank you. So we got your phone number, 304-483-1221?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email is mcgeorge2021@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Yeah. You mind if I put you on a brief hold?

Speaker speaker\_2: That's fine.

Speaker speaker\_1: Thank you. Are you there, Ms. Tiffany?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Yeah, so it looks like you called on the, the 23rd to cancel your coverage.

Speaker speaker\_2: Uh, yeah.

Speaker speaker\_1: The last- So yeah, it takes two... It takes one to two weeks for the cancellation process, and it looks like your coverage ended on 12/8/24. So I'm not sure why. And it doesn't look like anybody called here, because there's no note from somebody with no back call.

Speaker speaker\_2: She just gave me... Yeah, she just gave me, uh, the lady's name and the reference number that she just called.

Speaker speaker\_1: So what was the lady's name?

Speaker speaker\_2: And I can give you that if you need.

Speaker speaker\_1: Yeah. What was the lady name?

Speaker speaker\_2: Uh, her name is Diamond Gross.

Speaker speaker\_1: Yeah, she... We don't have anybody by that name here, ma'am.

Speaker speaker\_2: Uh, she spoke to... No, that is who called. She spoke to a Lisa M., and the reference number is 122-32024.

Speaker speaker\_1: We also don't have anyone with a Lisa work here, ma'am. I'm not sure who she spoke with, but she didn't speak with anybody here, because if she did, there would

be a note on your file that she were... that we were contacted.... by the carrier. Your coverage ended on 12/8. I'm not sure who told you they still had active coverage or where that information was coming from.

Speaker speaker\_2: You said on 12/8?

Speaker speaker\_1: Yes, ma'am. That's two weeks after you called the company.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And that's basically how the process works.

Speaker speaker\_2: Okay. Um, so they're... they close at 4:00, so if I call her back, um, can I... Can she call you yourself? Is there some way that she can get in touch with you directly? 'Cause she might have hit the wrong option or whatever when she called. She might have spoke to somebody else through that insurance.

Speaker speaker\_1: Do you know what phone number it was that she called?

Speaker speaker\_2: Uh, I do not.

Speaker speaker\_1: Okay. Um, yeah, you can give them the... You can get them to give us a call via... or, it's the phone number that she called, the 1-800-497-4856.

Speaker speaker\_2: Okay. Um, is there... is there some way... Do they... Can they just talk? Is it a random person, or can she just talk to you directly?

Speaker speaker\_1: She'll most likely get someone else, but they'll tell her the same thing, 'cause we all know.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Because they all... we all have access to see that no one, like, can pull up your file and be able to give the same... I'm going to leave a note stating there... the reason why you called, and then whoever gets you next or gets the call regarding to you will be able to relay the message to them.

Speaker speaker\_2: Okay. Um, well, let me call their billing number back real fast, and then, um, I'll, I'll give them... I'll make sure that they called the right number and everything, 'cause I've, I've... really, today's my second appointment. I've got to get this settled, like, as soon as possible. Um, so I'll just call them back and, and make sure that they're calling the right number and make sure they know I don't have that insurance anymore.

Speaker speaker\_1: Yes, ma'am. I understand.

Speaker speaker\_2: All righty. Well, thank you.

Speaker speaker\_1: No problem, Ms. Tiffany. Was there anything else I can help you with today?

Speaker speaker\_2: No, that's all. Thank you.

Speaker speaker\_1: No problem. Thanks for calling Benefits in the Card. I hope you have a great holiday.

Speaker speaker\_2: You too. Thanks.