

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi, it's, my name's Glen Stokes and I'm trying to verify my benefits and get a card. I want some way to get a card. I don't know if I can get online or what I need to do. What staffing company do you work for? Lingo. Last four of your Social? 9192. For security purposes, can you verify your address and date of birth for me? Uh, I can't remember which address you gave you. 330 Jeb Stuart Road, Martinsville, Virginia 24112- That's not the one we have. Um, 2707 Columbus Drive, Bassett, Virginia 24055. Is that an old address? Yes. All right, your date of birth? 10/22/1970. Can you tell us your new address so I can get it updated? Excuse me? I said, what's your new address so I can get it updated? 330 Jeb, J-E-B Stuart, that's S-T-U-A-R-T Road, Martinsville, Virginia 24112. You said, Martinsville? Is that M-A-R-T-I-N-S-V-I-L-L-E? Yes. And you spelled it, you said, Jeb Stuart Rose? Jeb, J-E-B. J-E-B- Jeb Stuart Road, mm-hmm. Is that one word, Jeb Stuart? No, that's two words. And Stuart, S-T-E-W-A-R-T? No, S-T-U-A-R-T. S-T-U-A-R-T? U, S-T-U-A-R-T. And your date of birth? 10/22/1970. Yes, you got the phone number, 276-340-0101? Yes. And your email is glenstks@gmail.com? Yes. Yeah, so it looks like your coverage just became active as of today. It does take 24 to 48 hours for your ID cards to generate. I would recommend calling back Thursday or Friday to get digital copies sent and the physical copies will take one to two weeks. What your piece? How do I verify if I need to do something today? So, you would tell them what I just told you. Your ID cards are still generating. Your coverage just became active today, that you are able to, to use your coverage once it becomes active. You just have to file a claim and give them your card information once you receive it. Excuse me? So, your- I will give you a- Go ahead. I will get you information after I receive. No, sir. So your coverage just became active today. It takes 24 to 48 hours for your card information to be generated. If you needed to use your coverage before you receive your ID cards, you have to file a claim and let them know that once you receive your ID cards, you will be able to give them your card information. File a claim with them or with you? Well, not with us because we don't do anything with claims. Whatever facility you're being seen at or whatever you're getting done. You will file a claim with them and let them know that you're, you're just waiting on your ID cards because your coverage just became active as of today. Mm-hmm. And what's the name of this company again? I don't... I just, legal just changed, so I don't know. What's the name of this company again? So we're Benefits in a Card. We're just a plan administrator for health insurance for staffing companies. We just get you guys enrolled or unenrolled from the coverage. Your actual carrier will be American Public Life. American Public Life? Yes, sir. And they would be able to pull my information up by giving them that name? They wouldn't be... You probably... That's again, sir, it takes 24 to 48 hours for your information to be generated. That's why I'm saying to you call back around Thursday or Friday. That's typically when that information becomes available

because it gets generated in the system. I wouldn't be able to pull you up in APL system just yet because your information is still being processed. So, if they tried to call APL right now, APL probably would not be able to locate your information because of that reason. That's why I said you would have to file a claim and let them know that your coverage, you do have active coverage. Your information is just being processed and once you do have your ID card you would give them that information on your ID card. Mm-hmm. Oh, okay. All right. All right. Well, was there anything else I- All right, thank you very much. No, that's all. Thank you. Yeah.

Conversation Format

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

Speaker speaker_1: Hi, it's, my name's Glen Stokes and I'm trying to verify my benefits and get a card. I want some way to get a card. I don't know if I can get online or what I need to do.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Lingo.

Speaker speaker_0: Last four of your Social?

Speaker speaker_1: 9192.

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

Speaker speaker_1: Uh, I can't remember which address you gave you. 330 Jeb Stuart Road, Martinsville, Virginia 24112-

Speaker speaker_0: That's not the one we have.

Speaker speaker_1: Um, 2707 Columbus Drive, Bassett, Virginia 24055.

Speaker speaker_0: Is that an old address?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, your date of birth?

Speaker speaker_1: 10/22/1970.

Speaker speaker_0: Can you tell us your new address so I can get it updated?

Speaker speaker_1: Excuse me?

Speaker speaker_0: I said, what's your new address so I can get it updated?

Speaker speaker_1: 330 Jeb, J-E-B Stuart, that's S-T-U-A-R-T Road, Martinsville, Virginia 24112.

Speaker speaker_0: You said, Martinsville? Is that M-A-R-T-I-N-S-V-I-L-L-E?

Speaker speaker_1: Yes.

Speaker speaker_0: And you spelled it, you said, Jeb Stuart Rose?

Speaker speaker_1: Jeb, J-E-B.

Speaker speaker_0: J-E-B-

Speaker speaker_1: Jeb Stuart Road, mm-hmm.

Speaker speaker_0: Is that one word, Jeb Stuart?

Speaker speaker_1: No, that's two words.

Speaker speaker_0: And Stuart, S-T-E-W-A-R-T?

Speaker speaker_1: No, S-T-U-A-R-T.

Speaker speaker_0: S-T-U-A-R-T?

Speaker speaker_1: U, S-T-U-A-R-T.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 10/22/1970.

Speaker speaker_0: Yes, you got the phone number, 276-340-0101?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is glenstks@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Yeah, so it looks like your coverage just became active as of today. It does take 24 to 48 hours for your ID cards to generate. I would recommend calling back Thursday or Friday to get digital copies sent and the physical copies will take one to two weeks. What your piece?

Speaker speaker_1: How do I verify if I need to do something today?

Speaker speaker_0: So, you would tell them what I just told you. Your ID cards are still generating. Your coverage just became active today, that you are able to, to use your coverage once it becomes active. You just have to file a claim and give them your card information once you receive it.

Speaker speaker_1: Excuse me?

Speaker speaker_0: So, your-

Speaker speaker_1: I will give you a-

Speaker speaker_0: Go ahead.

Speaker speaker_1: I will get you information after I receive.

Speaker speaker_0: No, sir. So your coverage just became active today. It takes 24 to 48 hours for your card information to be generated. If you needed to use your coverage before you receive your ID cards, you have to file a claim and let them know that once you receive your ID cards, you will be able to give them your card information.

Speaker speaker_1: File a claim with them or with you?

Speaker speaker_0: Well, not with us because we don't do anything with claims. Whatever facility you're being seen at or whatever you're getting done. You will file a claim with them and let them know that you're, you're just waiting on your ID cards because your coverage just became active as of today.

Speaker speaker_1: Mm-hmm. And what's the name of this company again? I don't... I just, legal just changed, so I don't know. What's the name of this company again?

Speaker speaker_0: So we're Benefits in a Card. We're just a plan administrator for health insurance for staffing companies. We just get you guys enrolled or unenrolled from the coverage. Your actual carrier will be American Public Life.

Speaker speaker_1: American Public Life?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: And they would be able to pull my information up by giving them that name?

Speaker speaker_0: They wouldn't be... You probably... That's again, sir, it takes 24 to 48 hours for your information to be generated. That's why I'm saying to you call back around Thursday or Friday. That's typically when that information becomes available because it gets generated in the system. I wouldn't be able to pull you up in APL system just yet because your information is still being processed. So, if they tried to call APL right now, APL probably would not be able to locate your information because of that reason. That's why I said you would have to file a claim and let them know that your coverage, you do have active coverage. Your information is just being processed and once you do have your ID card you would give them that information on your ID card.

Speaker speaker_1: Mm-hmm. Oh, okay. All right.

Speaker speaker_0: All right. Well, was there anything else I-

Speaker speaker_1: All right, thank you very much. No, that's all. Thank you.

Speaker speaker_0: Yeah.