

## Transcript: Malcolm

Nash-4845178369130496-4598911802064896

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi, this is Malcolm. How's it doing? I'm doing good, man. How about you? I'm fine. Thank you. And my name is Rukaya Woods and, and I'm trying to, I've been trying to get my, um, my insurance, my policy card, and, uh, I still don't have it. I only had the, the vision, but I'd, I'd never had the medical and the dental one. And just so I want to have one, any of them, both of them, so that way, I will have my- What, what, what plan company you work for? Uh, Service, or The Resource Agency. You said surge or the re- so surge and resource are two different companies. Resource. Resource. Resource. Yes. Yes. It's The Resource. What's the last four of your social? 9852. Did you say 9852? Yes, please. All right. For security purposes, can you verify your address and date of birth for me? Yeah, 12-25-70. And then, uh, 1521 Driftwood Parkway, apartment 8D, Greensboro, North Carolina, 27407. Okay. Excuse me. Can I get phone number? 336-457-3042. Correct. And can I get email as well? Rukaya- Rukaya31- ... 36@gmail.com. ... 36@gmail.com. Yes, please. Thank you. So you said you need your ID card sent to you? Yes, please. And for the meantime, if you could just email them for me, so that I get the policy number, because I want to go and get, uh, my medication pick up, my refills. Do you mind if I put you on a brief hold while I get those for you? Y- y- say again? Do you mind if I put you on a- Do you have my- ... brief hold while I get those for you? Oh, yeah, no problem. Yeah. Oh, no, no, problem. I just called purposely for that, so I will wait. Yeah. Thank you. You are welcome. Yeah. I had the flu and everything. But lately, coughing and my voice is changing. Check up on me- Crazy grass. Yeah, the one that is really, really 12 miles from this, I got scratch. I think so, yeah. 'Cause he has not no barriers yet. And it's, it, it's nice right there, but it's like a switch. Okay. Do you know where, uh, the Discount Tire is? In the east? Which one? The, the, it's still there. Uh, Discount Tire, uh, uh, Michael's, uh, Home Depot. In that area. And what's the sale? Up the hill from Discount Tire is Crazy Craft. Because I think we can go. I said I want to do that, that, at night, because I just want... This is your birthday. I just want to, t- t- something, I... We, we, it's a long time we haven't been. Hey. But I want something I can just give to you for enjoying. No. Me and Kyle are stuck with you. You're scared? No, nothing like that. What do you mean? Because we go to eat a lot of food and, you know, but it's nothing. We will spend the day just admitting it and eat pizza, pizza. How do you like it? Sometimes I want people around. Yeah. I say just give me a call. Just call you back. Okay. Okay. All right. Okay. Okay. Okay. Yeah. Okay then. Okay. You too. Bye. Bye. I love you. I just been laughing at that. Anyway, I want, I want... A little lower your, um, uh... Are you here, Mrs. Woods? Yeah, Michael. I'm here. I just sent, I just sent those ID cards to your email. You, you just did? Yes, ma'am. Both of, both the, the medical and the, and the d- uh, the dental? I sent all three of your ID cards. And the- Your mental, mental, medical and vision. Oh, okay.

Oh, right. Okay, thank you so much. I so appreciate it. So it is the 1521 Bridford Parkway? I have another question. Uh, it looks like I asked this before. He- hello? Yeah. Uh, the last time I went to pick up my, um, re- refill prescription, medication, I, I, I - like it's just my blood pressure medicine which I used not to pay with other insurance. But, uh, this time when I went it didn't give me any option. They, they, I had to pay for that. My insurance did not cover it, so what do I do now? How do I make it work? Yeah, I'm sorry, ma'am? With, with other insurance that I had, what the only prescriptions that I have taken is my blood pressure p- uh, refills. Mm-hmm. And I used not to pay. It used to be free with other insurance, but this time I- just about some weeks ago, when I went to pick it up, my refill, they, it tried, I had to pay. They, I gave them, them, told them about my insurance and they say it didn't cover it. Sir, I wouldn't be able to tell you why it wasn't covered because we're not the carrier. Mm-hmm. Oh, okay. That would be a question you'd have to ask the carrier directly. Oh, okay. Okay, so can, how, how can I get to them, to the carrier? Whoever is gonna... I need the card. I can leave you their phone number, whenever you're ready. Okay, that would be perfect. Thank you. Yeah, I'm ready for that. Right. So the, the carrier is American Public Life. Oh, okay. The phone number is 1-800- 1-800, okay. ... 256. 2-5-6. 8-6-0-6. Were you ready? Yeah. You said 2-5-6, right? Yes, ma'am. 8-6-2-0-6, 8-6-0-6. 8-6-0-6. 8-6-0-6. Okay, 8-6-0-6. Let me look one more time. 1-800-256-8606. Yes, ma'am, you want to hit option four to speak with a representative. Okay. Thank you so much. No problem. So it's the 1521 Bridford Parkway, apartment 8D, the good, address that you sent the ID cards to? Yes, sir. Mm-hmm. No, no, my email. Did you get the email? Yes, sir. I've already, I've already, I've already sent them to your email. I mean the physical cards. Oh, okay. So the physical cards will take one to two weeks to get to you. Yeah, yeah, send it on the, yes, please. Yeah, that's right. Yeah. Thank you. Okay. So the physical cards will take one to two weeks to get to you. No problem. I get, no problem. Thank you so much. No problem. Is there anything else I can help you with today, Ms. Woods? Oh, yeah, that's all. I so appreciate you. Thank you. No problem. Thanks for calling Benefits in a Card. Hope you have a great rest of your day. You as well. Thank you. Thank you.

## Conversation Format

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

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

Speaker speaker\_2: Hi, this is Malcolm. How's it doing?

Speaker speaker\_1: I'm doing good, man. How about you?

Speaker speaker\_2: I'm fine. Thank you. And my name is Rukaya Woods and, and I'm trying to, I've been trying to get my, um, my insurance, my policy card, and, uh, I still don't have it. I only had the, the vision, but I'd, I'd never had the medical and the dental one. And just so I want to have one, any of them, both of them, so that way, I will have my-

Speaker speaker\_1: What, what, what plan company you work for?

Speaker speaker\_2: Uh, Service, or The Resource Agency.

Speaker speaker\_1: You said surge or the re- so surge and resource are two different companies.

Speaker speaker\_2: Resource. Resource. Resource. Yes. Yes. It's The Resource.

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

Speaker speaker\_2: 9852.

Speaker speaker\_1: Did you say 9852?

Speaker speaker\_2: Yes, please.

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

Speaker speaker\_2: Yeah, 12-25-70. And then, uh, 1521 Driftwood Parkway, apartment 8D, Greensboro, North Carolina, 27407.

Speaker speaker\_1: Okay. Excuse me. Can I get phone number? 336-457-3042.

Speaker speaker\_2: Correct.

Speaker speaker\_1: And can I get email as well? Rukaya-

Speaker speaker\_2: Rukaya31- ... 36@gmail.com. ... 36@gmail.com. Yes, please.

Speaker speaker\_1: Thank you. So you said you need your ID card sent to you?

Speaker speaker\_2: Yes, please. And for the meantime, if you could just email them for me, so that I get the policy number, because I want to go and get, uh, my medication pick up, my refills.

Speaker speaker\_1: Do you mind if I put you on a brief hold while I get those for you?

Speaker speaker\_2: Y- y- say again?

Speaker speaker\_1: Do you mind if I put you on a-

Speaker speaker\_2: Do you have my-

Speaker speaker\_1: ... brief hold while I get those for you?

Speaker speaker\_2: Oh, yeah, no problem. Yeah. Oh, no, no, problem. I just called purposely for that, so I will wait. Yeah.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: You are welcome.

Speaker speaker\_3: Yeah. I had the flu and everything. But lately, coughing and my voice is changing. Check up on me-

Speaker speaker\_4: Crazy grass.

Speaker speaker\_3: Yeah, the one that is really, really 12 miles from this, I got scratch.

Speaker speaker\_4: I think so, yeah. 'Cause he has not no barriers yet.

Speaker speaker\_3: And it's, it, it's nice right there, but it's like a switch.

Speaker speaker\_4: Okay. Do you know where, uh, the Discount Tire is? In the east?

Speaker speaker\_3: Which one?

Speaker speaker\_4: The, the, it's still there. Uh, Discount Tire, uh, uh, Michael's, uh, Home Depot. In that area. And what's the sale? Up the hill from Discount Tire is Crazy Craft.

Speaker speaker\_3: Because I think we can go. I said I want to do that, that, at night, because I just want... This is your birthday. I just want to, t- t- something, I... We, we, it's a long time we haven't been. Hey. But I want something I can just give to you for enjoying.

Speaker speaker\_4: No.

Speaker speaker\_3: Me and Kyle are stuck with you.

Speaker speaker\_4: You're scared?

Speaker speaker\_3: No, nothing like that.

Speaker speaker\_4: What do you mean?

Speaker speaker\_3: Because we go to eat a lot of food and, you know, but it's nothing. We will spend the day just admitting it and eat pizza, pizza. How do you like it? Sometimes I want people around.

Speaker speaker\_4: Yeah.

Speaker speaker\_3: I say just give me a call.

Speaker speaker\_4: Just call you back. Okay. Okay. All right. Okay. Okay.

Speaker speaker\_3: Okay.

Speaker speaker\_4: Yeah. Okay then.

Speaker speaker\_3: Okay. You too.

Speaker speaker\_4: Bye.

Speaker speaker\_3: Bye.

Speaker speaker\_4: I love you. I just been laughing at that. Anyway, I want, I want... A little lower your, um, uh...

Speaker speaker\_1: Are you here, Mrs. Woods?

Speaker speaker\_2: Yeah, Michael. I'm here.

Speaker speaker\_1: I just sent, I just sent those ID cards to your email.

Speaker speaker\_2: You, you just did?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Both of, both the, the medical and the, and the d- uh, the dental?

Speaker speaker\_1: I sent all three of your ID cards.

Speaker speaker\_2: And the-

Speaker speaker\_1: Your mental, mental, medical and vision.

Speaker speaker\_2: Oh, okay. Oh, right. Okay, thank you so much. I so appreciate it.

Speaker speaker\_1: So it is the 1521 Bridford Parkway?

Speaker speaker\_2: I have another question. Uh, it looks like I asked this before. He- hello? Yeah. Uh, the last time I went to pick up my, um, re- refill prescription, medication, I, I, I - like it's just my blood pressure medicine which I used not to pay with other insurance. But, uh, this time when I went it didn't give me any option. They, they, I had to pay for that. My insurance did not cover it, so what do I do now? How do I make it work?

Speaker speaker\_1: Yeah, I'm sorry, ma'am?

Speaker speaker\_2: With, with other insurance that I had, what the only prescriptions that I have taken is my blood pressure p- uh, refills.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: And I used not to pay. It used to be free with other insurance, but this time I- just about some weeks ago, when I went to pick it up, my refill, they, it tried, I had to pay. They, I gave them, them, told them about my insurance and they say it didn't cover it.

Speaker speaker\_1: Sir, I wouldn't be able to tell you why it wasn't covered because we're not the carrier.

Speaker speaker\_2: Mm-hmm. Oh, okay.

Speaker speaker\_1: That would be a question you'd have to ask the carrier directly.

Speaker speaker\_2: Oh, okay. Okay, so can, how, how can I get to them, to the carrier? Whoever is gonna... I need the card.

Speaker speaker\_1: I can leave you their phone number, whenever you're ready.

Speaker speaker\_2: Okay, that would be perfect. Thank you. Yeah, I'm ready for that.

Speaker speaker\_1: Right. So the, the carrier is American Public Life.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: The phone number is 1-800-

Speaker speaker\_2: 1-800, okay.

Speaker speaker\_1: ... 256.

Speaker speaker\_2: 2-5-6.

Speaker speaker\_1: 8-6-0-6. Were you ready?

Speaker speaker\_2: Yeah. You said 2-5-6, right?

Speaker speaker\_1: Yes, ma'am. 8-6-2-0-6, 8-6-0-6.

Speaker speaker\_2: 8-6-0-6. 8-6-0-6.

Speaker speaker\_1: Okay, 8-6-0-6.

Speaker speaker\_2: Let me look one more time. 1-800-256-8606.

Speaker speaker\_1: Yes, ma'am, you want to hit option four to speak with a representative.

Speaker speaker\_2: Okay. Thank you so much.

Speaker speaker\_1: No problem. So it's the 1521 Bridford Parkway, apartment 8D, the good, address that you sent the ID cards to?

Speaker speaker\_2: Yes, sir. Mm-hmm. No, no, my email. Did you get the email?

Speaker speaker\_1: Yes, sir. I've already, I've already, I've already sent them to your email. I mean the physical cards.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: So the physical cards will take one to two weeks to get to you.

Speaker speaker\_2: Yeah, yeah, send it on the, yes, please. Yeah, that's right. Yeah. Thank you.

Speaker speaker\_1: Okay. So the physical cards will take one to two weeks to get to you.

Speaker speaker\_2: No problem. I get, no problem. Thank you so much.

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

Speaker speaker\_2: Oh, yeah, that's all. I so appreciate you. Thank you.

Speaker speaker\_1: No problem. Thanks for calling Benefits in a Cart. Hope you have a great rest of your day.

Speaker speaker\_2: You as well. Thank you.

Speaker speaker\_1: Thank you.