

Transcript: Malcolm

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Full Transcript

If you can't identify it's an entire business, so I'm not gonna help you. Good afternoon. I'm calling regarding the, um, the benefits I have with my policy. Ma'am, how can I help you, ma'am? I would like to know if, uh, I went to the office, uh, doctor today, and I have to pay out of my pocket. So, would you like to check my, my policy? Is this dealing with a claim, ma'am? Excuse me? Is this dealing with a claim? No. I'm c- I'm calling regarding the benefits, uh, I paid for. All right. I have a policy- And what state and company do you work for? Uh, Oxford. What is the last four of your social? Qu- 1124. You said 1124? Yes. First name? Noralba. All right. For security purposes, can you verify your address and date of birth for me? 3102 Wolforth Circle, Holly Springs, North Carolina 27540. And date of birth? 11/55. Oh, no. 10/18/65. What was the address one more time? 3102 Wolforth Circle, Holly Springs, North Carolina 27540. All right. What was your question, ma'am? Could you explain me, uh, what, uh, benefits I have when I go to a doctor, uh, office visit? So, you have the insurance plan basic. That covers doctors, hospitals, and prescriptions. To the extent of what is covered, I wouldn't be able to disclose that, because we're not the carrier. That's a question you would have to ask the carrier directly. And who is the carrier? American Public Life. Uh, could you provide me the, the number please? Yeah, whenever you're ready. Give me one second. So, what are you there for? What kind, type of information you give them? We only... Ma'am, we are planned administrator. All we do is get you enrolled or unenrolled from the health insurance. Okay, but you don't get to get... You don't have to get upset. I just asking question. I am the customer. You don't, you don't have to get upset me. Calm down. I'm just calling to ask questions. What is your problem? No one's upset, ma'am. No one's upset, ma'am. You are talking to me like, like, like, like, like y- you were angry or something up there. Please calm down. I'm a customer and I have the right to call and ask questions. So go ahead and send me your number, please. No one's upset, ma'am. Yep. The phone number is 1-800- I'm waiting for the number. 1-800- 256- ... 256- ... 8606. Thank you. Bye-bye. And you wanna hit, you wanna hit option four to speak with a representative. Option four? Yes, ma'am. You wanna hit option four to speak with a representative. Okay. Thank you. No problem. You have a great rest of your week. Okay. You too. Bye-bye.

Conversation Format

Speaker speaker_0: If you can't identify it's an entire business, so I'm not gonna help you.

Speaker speaker_1: Good afternoon. I'm calling regarding the, um, the benefits I have with my policy.

Speaker speaker_0: Ma'am, how can I help you, ma'am?

Speaker speaker_1: I would like to know if, uh, I went to the office, uh, doctor today, and I have to pay out of my pocket. So, would you like to check my, my policy?

Speaker speaker_0: Is this dealing with a claim, ma'am?

Speaker speaker_1: Excuse me?

Speaker speaker_0: Is this dealing with a claim?

Speaker speaker_1: No. I'm c- I'm calling regarding the benefits, uh, I paid for.

Speaker speaker_0: All right.

Speaker speaker_1: I have a policy-

Speaker speaker_0: And what state and company do you work for?

Speaker speaker_1: Uh, Oxford.

Speaker speaker_0: What is the last four of your social?

Speaker speaker_1: Qu- 1124.

Speaker speaker_0: You said 1124?

Speaker speaker_1: Yes.

Speaker speaker_0: First name?

Speaker speaker_1: Noralba.

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

Speaker speaker_1: 3102 Wolforth Circle, Holly Springs, North Carolina 27540.

Speaker speaker_0: And date of birth?

Speaker speaker_1: 11/55. Oh, no. 10/18/65.

Speaker speaker_0: What was the address one more time?

Speaker speaker_1: 3102 Wolforth Circle, Holly Springs, North Carolina 27540.

Speaker speaker_0: All right. What was your question, ma'am?

Speaker speaker_1: Could you explain me, uh, what, uh, benefits I have when I go to a doctor, uh, office visit?

Speaker speaker_0: So, you have the insurance plan basic. That covers doctors, hospitals, and prescriptions. To the extent of what is covered, I wouldn't be able to disclose that, because we're not the carrier. That's a question you would have to ask the carrier directly.

Speaker speaker_1: And who is the carrier?

Speaker speaker_0: American Public Life.

Speaker speaker_1: Uh, could you provide me the, the number please?

Speaker speaker_0: Yeah, whenever you're ready.

Speaker speaker_1: Give me one second. So, what are you there for? What kind, type of information you give them?

Speaker speaker_0: We only... Ma'am, we are planned administrator. All we do is get you enrolled or unenrolled from the health insurance.

Speaker speaker_1: Okay, but you don't get to get... You don't have to get upset. I just asking question. I am the customer. You don't, you don't have to get upset me. Calm down. I'm just calling to ask questions. What is your problem?

Speaker speaker_0: No one's upset, ma'am. No one's upset, ma'am.

Speaker speaker_1: You are talking to me like, like, like, like, like y- you were angry or something up there. Please calm down. I'm a customer and I have the right to call and ask questions. So go ahead and send me your number, please.

Speaker speaker_0: No one's upset, ma'am. Yep. The phone number is 1-800-

Speaker speaker_1: I'm waiting for the number. 1-800-

Speaker speaker_0: 256-

Speaker speaker_1: ... 256-

Speaker speaker_0: ... 8606.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_0: And you wanna hit, you wanna hit option four to speak with a representative.

Speaker speaker_1: Option four?

Speaker speaker_0: Yes, ma'am. You wanna hit option four to speak with a representative.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: No problem. You have a great rest of your week.

Speaker speaker_1: Okay. You too. Bye-bye.