

## **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 Card. This is Malcolm. How can I help you? Hi, my name is Russell Biggs. Um, I'm currently assigned to Kimberly-Clark on Beach Island and, um, I need to get, I need to get my insurance thing straightened out. Okay. So what's the name of the staffing company you work for, sir? Uh, MAU. Can I have your Social? Uh, 1450. First name? Russell. Spelling that out. R-U-S-S-E-L-L. And last name? Biggs. B-I-G-G-S. For security purposes, can you verify your address and date of birth for me? Uh, date of birth is August 19th, 1977. My address is 503 Bradley Court, Augusta, Georgia, 30909. Thank you. So we got your phone number, 765-270-8057? Yes. And the email is biggs677@gmail.com? Yes, sir. Thank you. Right. So what's... You wanted to make changes to your coverage? No, I, I... When I went into my onboarding, they had me fill out a green piece of paper, uh, regards to what kind of coverage I wanted, and then when I got my paycheck, I saw "No withdrawal." Um, and I got a text a little bit ago saying, "Hey, you got 17 days left to get this straightened out." And I got to get on my blood pressure meds pretty bad, so I need to get something straightened out. So this is- As far as, as far as, as far as I'm aware right now, I have nothing. So you have... Right now you have the Insure Plus Basic and the MEC Standard on the plan? So I do have some coverage? Yes, sir. That's called number that you can cover. Um... Um, give me a second to grab a pen here real quick, would you? Yes, sir. Uh, is there any chance you could give me a policy number? Uh, I can send you our ID cards to you, through your email. Oh, that would, that would be great. Um... Sure. Go ahead. Would the... Does that program... Or excuse me. Does that option cover prescriptions? So the Insure Plus Basic does cover doctors, hospitals and prescriptions. I wouldn't be able to tell you what specifically, but it does include prescriptions. And I also want to let you know that your coverage isn't active. It hasn't been active since December 30th of last year. Yeah, I was, I was out for two weeks because my wife had a, uh, her left knee replaced. Mm-hmm. Um, so that, that doesn't surprise me. But I, I went back this week, um... Pardon me. Uh, but, but when I was looking into it, I was under the understanding I hadn't signed up for anything, when it's like, yeah, I did, but okay, I'll call these people and see what I can get figured out. Um... Yeah, if it's due to a- If it was due to a... If it was not covered due to a lack of payment, uh, I just, just got to wait till I get my first check after returning is all. Yes, sir. Typically it'll start... It'll deduct itself back and it'll start back being active. Um, do you mind if I put you on brief hold while I get those ID cards for you? But I do know as of right now, you don't have active coverage. Okay. Thank you. Are you there, Mr. Biggs? Yes, sir. All right, sir. I just sent those ID cards to your email. For your medical card. Okay. Um, and I, I, I get, I get paid this coming Friday so you guys should, should get paid then as well. How soon would my coverage kick back in? Once we, once they see that deduction, it should be back active the following Monday. Okay. Thank you very much. I

appreciate your time. No problem, Mr. Biggs. Was there anything else I can help you with today? Uh, no, sir. Well, thanks for calling Benefits in the Card. I hope you have a great rest of your week. Thank you. You, too. 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 the Card. This is Malcolm. How can I help you?

Speaker speaker\_2: Hi, my name is Russell Biggs. Um, I'm currently assigned to Kimberly-Clark on Beach Island and, um, I need to get, I need to get my insurance thing straightened out.

Speaker speaker\_1: Okay. So what's the name of the staffing company you work for, sir?

Speaker speaker\_2: Uh, MAU.

Speaker speaker\_1: Can I have your Social?

Speaker speaker\_2: Uh, 1450.

Speaker speaker\_1: First name?

Speaker speaker\_2: Russell.

Speaker speaker\_1: Spelling that out.

Speaker speaker\_2: R-U-S-S-E-L-L.

Speaker speaker\_1: And last name?

Speaker speaker\_2: Biggs. B-I-G-G-S.

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

Speaker speaker\_2: Uh, date of birth is August 19th, 1977. My address is 503 Bradley Court, Augusta, Georgia, 30909.

Speaker speaker\_1: Thank you. So we got your phone number, 765-270-8057?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email is biggs677@gmail.com?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Thank you. Right. So what's... You wanted to make changes to your coverage?

Speaker speaker\_2: No, I, I... When I went into my onboarding, they had me fill out a green piece of paper, uh, regards to what kind of coverage I wanted, and then when I got my paycheck, I saw "No withdrawal." Um, and I got a text a little bit ago saying, "Hey, you got 17 days left to get this straightened out." And I got to get on my blood pressure meds pretty bad, so I need to get something straightened out.

Speaker speaker\_1: So this is-

Speaker speaker\_2: As far as, as far as, as far as I'm aware right now, I have nothing.

Speaker speaker\_1: So you have... Right now you have the Insure Plus Basic and the MEC Standard on the plan?

Speaker speaker\_2: So I do have some coverage?

Speaker speaker\_1: Yes, sir. That's called number that you can cover. Um...

Speaker speaker\_2: Um, give me a second to grab a pen here real quick, would you?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Uh, is there any chance you could give me a policy number?

Speaker speaker\_1: Uh, I can send you our ID cards to you, through your email.

Speaker speaker\_2: Oh, that would, that would be great. Um...

Speaker speaker\_1: Sure. Go ahead.

Speaker speaker\_2: Would the... Does that program... Or excuse me. Does that option cover prescriptions?

Speaker speaker\_1: So the Insure Plus Basic does cover doctors, hospitals and prescriptions. I wouldn't be able to tell you what specifically, but it does include prescriptions. And I also want to let you know that your coverage isn't active. It hasn't been active since December 30th of last year.

Speaker speaker\_2: Yeah, I was, I was out for two weeks because my wife had a, uh, her left knee replaced.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Um, so that, that doesn't surprise me. But I, I went back this week, um... Pardon me. Uh, but, but when I was looking into it, I was under the understanding I hadn't signed up for anything, when it's like, yeah, I did, but okay, I'll call these people and see what I can get figured out. Um...

Speaker speaker\_1: Yeah, if it's due to a-

Speaker speaker\_2: If it was due to a... If it was not covered due to a lack of payment, uh, I just, just got to wait till I get my first check after returning is all.

Speaker speaker\_1: Yes, sir. Typically it'll start... It'll deduct itself back and it'll start back being active. Um, do you mind if I put you on brief hold while I get those ID cards for you? But I do know as of right now, you don't have active coverage.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Thank you. Are you there, Mr. Biggs?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: All right, sir. I just sent those ID cards to your email. For your medical card.

Speaker speaker\_2: Okay. Um, and I, I, I get, I get paid this coming Friday so you guys should, should get paid then as well. How soon would my coverage kick back in?

Speaker speaker\_1: Once we, once they see that deduction, it should be back active the following Monday.

Speaker speaker\_2: Okay. Thank you very much. I appreciate your time.

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

Speaker speaker\_2: Uh, no, sir.

Speaker speaker\_1: Well, thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker\_2: Thank you. You, too.

Speaker speaker\_1: Thank you.