

## Transcript: Malcolm

**Nash-4960390183305216-5235045959909376**

### Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Um, yes, I have insurance, um, through you guys, but I haven't received my Medicaid card yet. I was wondering, um, I wanted to make a dentist appointment. I was wondering if I could, if it was possible for you to give me my insurance card number over the phone, or do I have to wait for it to come in the mail? Sorry, are you, you referring to it as Medicaid? I meant insurance. What staffing company do you work for? MAU. What's your last four of your Social? 5663. First name? Tiyana. T-I-Y-A-N-A. Say that one more time? T-I-Y-A- And your last name? ...N-A. I'm sorry? Your last name? Lee. L-E-E. For security purposes, can you verify your address and date of birth for me? 700 Simpson Road, Anderson, South Carolina, 7495. Thank you. So we got your phone number, 864-608-9829? Yes. And okay, email is tiyana\_lee@yahoo.com? Yes. Okay. So you, so you just need your ID card sent to you digitally, while you wait on the physical one? Oh, yeah. That would be perfect. Right, so, let's see. So here it looks like your coverage became active on March 24th. Yeah. So you should be receiving your ID cards in the mail soon. Takes one to two weeks from the active, uh, activation date for the physical cards to get to you. Um, mind if I put you on a brief hold while I get those digital forms? Yeah, that's fine. Yeah. Yeah, that's fine. Are you there, Ms. Lee? Yes, sir. All right. I just sent those ID cards to your email. It should be from my info@benefitsinthe car.com. All righty. Thank you. No problem. Is there anything else I can help you with today? Um, no, sir. That's all. All right. If there's nothing else, thanks for calling Benefits in the Car, and I hope you have a great rest of your week. All right. You, too. Thank you. Bye-bye. Thank you. Bye. Hello? Yes, ma'am? Uh, I'm s- I'm glad I didn't hang up yet. When I just tried to log in, it say it's activated, but it says, "Account disabled." Well, I'm not- Can you help me with that? Or do... I'm not sure what you're referring to, ma'am. What are you referring to when you say you tried to log in? Uh, when ev- I don't know. Whenever the email that you just sent me... You shouldn't have to log into anything. You should, it should just have your ID cards attached to the email as PDFs. Okay. Oh, okay. Now I see it. That was something else. Okay. All right. Thank you. No problem. You have a great day. You, too. Bye-bye. Bye.

### Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_1: Um, yes, I have insurance, um, through you guys, but I haven't received my Medicaid card yet. I was wondering, um, I wanted to make a dentist appointment. I was

wondering if I could, if it was possible for you to give me my insurance card number over the phone, or do I have to wait for it to come in the mail?

Speaker speaker\_0: Sorry, are you, you referring to it as Medicaid?

Speaker speaker\_1: I meant insurance.

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: MAU.

Speaker speaker\_0: What's your last four of your Social?

Speaker speaker\_1: 5663.

Speaker speaker\_0: First name?

Speaker speaker\_1: Tiyana. T-I-Y-A-N-A.

Speaker speaker\_0: Say that one more time?

Speaker speaker\_1: T-I-Y-A-

Speaker speaker\_0: And your last name?

Speaker speaker\_1: ...N-A. I'm sorry?

Speaker speaker\_0: Your last name?

Speaker speaker\_1: Lee. L-E-E.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: 700 Simpson Road, Anderson, South Carolina, 7495.

Speaker speaker\_0: Thank you. So we got your phone number, 864-608-9829?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And okay, email is tiyana\_lee@yahoo.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So you, so you just need your ID card sent to you digitally, while you wait on the physical one?

Speaker speaker\_1: Oh, yeah. That would be perfect.

Speaker speaker\_0: Right, so, let's see. So here it looks like your coverage became active on March 24th.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: So you should be receiving your ID cards in the mail soon. Takes one to two weeks from the active, uh, activation date for the physical cards to get to you. Um, mind if

I put you on a brief hold while I get those digital forms?

Speaker speaker\_1: Yeah, that's fine.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Yeah, that's fine.

Speaker speaker\_0: Are you there, Ms. Lee?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: All right. I just sent those ID cards to your email. It should be from my info@benefitsinthe car.com.

Speaker speaker\_1: All righty. Thank you.

Speaker speaker\_0: No problem. Is there anything else I can help you with today?

Speaker speaker\_1: Um, no, sir. That's all.

Speaker speaker\_0: All right. If there's nothing else, thanks for calling Benefits in the Car, and I hope you have a great rest of your week.

Speaker speaker\_1: All right. You, too. Thank you. Bye-bye.

Speaker speaker\_0: Thank you. Bye.

Speaker speaker\_1: Hello?

Speaker speaker\_0: Yes, ma'am?

Speaker speaker\_1: Uh, I'm s- I'm glad I didn't hang up yet. When I just tried to log in, it say it's activated, but it says, "Account disabled."

Speaker speaker\_0: Well, I'm not-

Speaker speaker\_1: Can you help me with that? Or do...

Speaker speaker\_0: I'm not sure what you're referring to, ma'am. What are you referring to when you say you tried to log in?

Speaker speaker\_1: Uh, when ev- I don't know. Whenever the email that you just sent me...

Speaker speaker\_0: You shouldn't have to log into anything. You should, it should just have your ID cards attached to the email as PDFs.

Speaker speaker\_1: Okay. Oh, okay. Now I see it. That was something else. Okay. All right. Thank you.

Speaker speaker\_0: No problem. You have a great day.

Speaker speaker\_1: You, too. Bye-bye.

Speaker speaker\_0: Bye.