

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... your call may be monitored or recorded for quality assurance purposes. Chicago Benefits in the card, this is Malcolm, how can I help you? Hi, good afternoon. How can I help you? Hello? How can I help you? Yes, I was trying to see what type of benefit do I have and what does it cover? What, what staffing company do you work for? Um, Around the Clock Healthcare, also known as ACTC. Okay, thank you. What's the last four of your social? 4097. First name? Tamia Bell-Gibson. Okay, for security purposes can you verify your address and date of birth for me? Uh, these are my... 13332 South Michigan Avenue, Chicago, Illinois, 60827. My phone number's 407-0145. All right, so the address is not the one that we have on file and I need your date of birth. Oh, 9698, so they got my old address. Hold on, um, let me go and see which one I'm at. 'Cause with this job, I had to switch addresses a lot. Give me one minute. Is it 3833 Theodore Street? Yes, ma'am. Oh yeah, 3833 Theodore Street, East Chicago, Indiana. So is that a old address? Yeah. Okay, what's your new address? My new address is 13332 South Michigan Avenue, Chicago, Illinois, 60827. Give me that zip code one more time please. 60827. All right, you said 13332 South Michigan Avenue, Chicago, Illinois 60827? Yeah, 13332 South Michigan Avenue, 60827. Mm-hmm. And the, the email is tamayaaris, gmail, @gmail.com? Yes. All right, so it looks like you have the FreeRx and the VIP Prime. What is that? So FreeRx g- I don't even know what I'm signing up for. So FreeRx gives you access to over 800 acute and chronic medications. And then the VIP Prime covers doctors, hospitals and prescriptions. Oh, so like I can go to like different doctor's offices for different surgeries or something like that, that they cover? Uh, yes sir. I mean yes, ma'am. Uh-huh. Okay. So, uh, who do I call for these different services? So you would go to multiplan.com, that website will tell you what doctors in the area fit your insurance. And then I- Wait, hold on. Let me- ... can send you the benefits guide. Just let me second here. Yes, please send it to me because I can't really hear, I got a baby in the background. I was going to say, I can send you the benefits guide that gives you the information about your coverage plan- Please. ... as well. Yes, please. Okay. So is that tamiaaris@gmail.com, is the email to send it to? Yes. Mm-hmm. Medical card though, do you want it to be sent via email or did you say physically? Oh, can you send it via email? I'm saying it does, it gets sent via email already. I was asking if you wanted me to get it sent to you via physical in the mail as well. No. No, it's okay. I understand that. So I'll just get that Benefits Guide to your email. If you need a physical copy of your med- I mean if you wanted a digital copy of your medical card, I would request calling back around Thursday or Friday, that's typically when they become available. Because your coverage has come in- Oh, okay, so how do I get the card? ... right from your date. How do I get the card then? That's why I was just, that's what I'm understanding ma'am. Can you send it to me too? Yes, ma'am. That's what I'm saying, it'll be available- Okay, send it through.

Okay. All right. Actually give me one moment. Let me see if it's available yet. Ma'am, if I put you on a brief hold while I see if your card's available? Okay. Hey, baby. Hello? Hello? Hello? Are you there, Mrs. Gibson? Yes. I just sent the ID card to your email. Yes. Okay. I just sent the ID card to your email. And also, so I do wanna let you know, with your FreeRx, uh, you will have, to get your ID card for that one, you have to go to the FreeRx website and actually register your account. Okay. Do, do you want help with that or are you... No, that's okay. I got it. All right. I got you. Thank you. Okay. Well, if you have any questions, feel free to give us a call back. No problem. Was there anything else I can help you with, Mrs. Gibson? No. No.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: ... your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Chicago Benefits in the card, this is Malcolm, how can I help you?

Speaker speaker_3: Hi, good afternoon.

Speaker speaker_2: How can I help you?

Speaker speaker_3: Hello?

Speaker speaker_2: How can I help you?

Speaker speaker_3: Yes, I was trying to see what type of benefit do I have and what does it cover?

Speaker speaker_2: What, what staffing company do you work for?

Speaker speaker_3: Um, Around the Clock Healthcare, also known as ACTC.

Speaker speaker_2: Okay, thank you. What's the last four of your social?

Speaker speaker_3: 4097.

Speaker speaker_2: First name?

Speaker speaker_3: Tamia Bell-Gibson.

Speaker speaker_2: Okay, for security purposes can you verify your address and date of birth for me?

Speaker speaker_3: Uh, these are my... 13332 South Michigan Avenue, Chicago, Illinois, 60827. My phone number's 407-0145.

Speaker speaker_2: All right, so the address is not the one that we have on file and I need your date of birth.

Speaker speaker_3: Oh, 9698, so they got my old address. Hold on, um, let me go and see which one I'm at. 'Cause with this job, I had to switch addresses a lot. Give me one minute. Is it 3833 Theodore Street?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_3: Oh yeah, 3833 Theodore Street, East Chicago, Indiana.

Speaker speaker_2: So is that a old address?

Speaker speaker_3: Yeah.

Speaker speaker_2: Okay, what's your new address?

Speaker speaker_3: My new address is 13332 South Michigan Avenue, Chicago, Illinois, 60827.

Speaker speaker_2: Give me that zip code one more time please.

Speaker speaker_3: 60827.

Speaker speaker_2: All right, you said 13332 South Michigan Avenue, Chicago, Illinois 60827?

Speaker speaker_3: Yeah, 13332 South Michigan Avenue, 60827.

Speaker speaker_2: Mm-hmm. And the, the email is tamayaaris, gmail, @gmail.com?

Speaker speaker_3: Yes.

Speaker speaker_2: All right, so it looks like you have the FreeRx and the VIP Prime.

Speaker speaker_3: What is that?

Speaker speaker_2: So FreeRx g-

Speaker speaker_3: I don't even know what I'm signing up for.

Speaker speaker_2: So FreeRx gives you access to over 800 acute and chronic medications. And then the VIP Prime covers doctors, hospitals and prescriptions.

Speaker speaker_3: Oh, so like I can go to like different doctor's offices for different surgeries or something like that, that they cover?

Speaker speaker_2: Uh, yes sir. I mean yes, ma'am. Uh-huh.

Speaker speaker_3: Okay. So, uh, who do I call for these different services?

Speaker speaker_2: So you would go to multiplan.com, that website will tell you what doctors in the area fit your insurance. And then I-

Speaker speaker_3: Wait, hold on. Let me-

Speaker speaker_2: ... can send you the benefits guide.

Speaker speaker_3: Just let me second here. Yes, please send it to me because I can't really hear, I got a baby in the background.

Speaker speaker_2: I was going to say, I can send you the benefits guide that gives you the information about your coverage plan-

Speaker speaker_3: Please.

Speaker speaker_2: ... as well.

Speaker speaker_3: Yes, please.

Speaker speaker_2: Okay. So is that tamiaaris@gmail.com, is the email to send it to?

Speaker speaker_3: Yes.

Speaker speaker_2: Mm-hmm. Medical card though, do you want it to be sent via email or did you say physically?

Speaker speaker_3: Oh, can you send it via email?

Speaker speaker_2: I'm saying it does, it gets sent via email already. I was asking if you wanted me to get it sent to you via physical in the mail as well.

Speaker speaker_3: No. No, it's okay.

Speaker speaker_2: I understand that. So I'll just get that Benefits Guide to your email. If you need a physical copy of your med- I mean if you wanted a digital copy of your medical card, I would request calling back around Thursday or Friday, that's typically when they become available. Because your coverage has come in-

Speaker speaker_3: Oh, okay, so how do I get the card?

Speaker speaker_2: ... right from your date.

Speaker speaker_3: How do I get the card then?

Speaker speaker_2: That's why I was just, that's what I'm understanding ma'am.

Speaker speaker_3: Can you send it to me too?

Speaker speaker_2: Yes, ma'am. That's what I'm saying, it'll be available-

Speaker speaker_3: Okay, send it through. Okay.

Speaker speaker_2: All right. Actually give me one moment. Let me see if it's available yet. Ma'am, if I put you on a brief hold while I see if your card's available?

Speaker speaker_3: Okay.

Speaker speaker_4: Hey, baby. Hello? Hello? Hello?

Speaker speaker_2: Are you there, Mrs. Gibson?

Speaker speaker_4: Yes.

Speaker speaker_2: I just sent the ID card to your email.

Speaker speaker_4: Yes. Okay.

Speaker speaker_2: I just sent the ID card to your email. And also, so I do wanna let you know, with your FreeRx, uh, you will have, to get your ID card for that one, you have to go to the FreeRx website and actually register your account.

Speaker speaker_4: Okay.

Speaker speaker_2: Do, do you want help with that or are you...

Speaker speaker_4: No, that's okay. I got it.

Speaker speaker_2: All right. I got you.

Speaker speaker_4: Thank you.

Speaker speaker_2: Okay. Well, if you have any questions, feel free to give us a call back. No problem. Was there anything else I can help you with, Mrs. Gibson?

Speaker speaker_4: No. No.