

Transcript: Malcolm

Nash-4987885390970880-6746298697433088

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits in the card. This is Malcolm, how can I help you? Hey, how are you today? Um, my coverage started today but I can't figure out how to work the plan. There's no information of how to do this. How do I proceed when I go to a doctor, how do I give the coverage ID or the prescription or that I'm covered? You get your ID cards one to two weeks after the activation date so if you're coverage just became active as of today, you do have active coverage. If you needed to use your coverage before you received an ID then you would just have to file a claim and let them know that g- your coverage is active, you just don't have the ID information. And once you get your ID information then you will be able to finish out the claim. I got it. So... If you needed a copy, you could call around Thursday or Friday, that's typically when they are available to make a- Uh-huh. ... email. Okay so I'm covered as of today but there's no ID number card so I'd have to file a claim after the fact if I needed any type of care, medication or whatever it is. Is that correct? Yes, sir. Okay. Well, that's, that's, that's, that's it. Thank you so much. Have a good day. No problem, Mr. Was there anything else I can help you with today? No, that's, that sums it up thank you so much. Have a great day. You too, thank you.

Conversation Format

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

Speaker speaker_1: ... benefits in the card. This is Malcolm, how can I help you?

Speaker speaker_2: Hey, how are you today? Um, my coverage started today but I can't figure out how to work the plan. There's no information of how to do this. How do I proceed when I go to a doctor, how do I give the coverage ID or the prescription or that I'm covered?

Speaker speaker_1: You get your ID cards one to two weeks after the activation date so if you're coverage just became active as of today, you do have active coverage. If you needed to use your coverage before you received an ID then you would just have to file a claim and let them know that g- your coverage is active, you just don't have the ID information. And once you get your ID information then you will be able to finish out the claim.

Speaker speaker_2: I got it. So...

Speaker speaker_1: If you needed a copy, you could call around Thursday or Friday, that's typically when they are available to make a-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... email.

Speaker speaker_2: Okay so I'm covered as of today but there's no ID number card so I'd have to file a claim after the fact if I needed any type of care, medication or whatever it is. Is that correct?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. Well, that's, that's, that's, that's it. Thank you so much. Have a good day.

Speaker speaker_1: No problem, Mr.

Speaker speaker_3: Was there anything else I can help you with today?

Speaker speaker_2: No, that's, that sums it up thank you so much. Have a great day.

Speaker speaker_1: You too, thank you.