

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. I called in order to get an update on my savings account and not where are my money ... is at. BenefitsInTheCard, this is Malcolm. How can I help you? Well, h- hi, this is Tracy. I was calling to see if they had any updates on my, um, business insurance card. All right. What staffing company do you work for, ma'am? ACC Healthcare. Last four of your Social? 27555. All right. For security purposes, can you verify your address and date of birth for me? Yes, sir. 44250 ... 108. Mobile, Alabama, 36022, 1986. Thank you. So it looks like, uh, we spoke with you yesterday? Mm-hmm. Just 'cause I... They... You provided your policy number. That's what I'm saying, when I called the, um, company, the, um, NIP, the, um, now I don't know. I called- You mean like? Yeah. I called them and they said they didn't have no record of my insurance. So when does... When was the last time you spoke with them? 'Cause we... I did send this to the back office to get an investigation going and it does take 24- No. ... to 48 hours for it reviewed. I called about this time yesterday. I'm trying to get my glasses before that deal, um... 'Cause I know I, I counted the claim, but, but if I got, you know, a, uh, b- uh, opportunity to get some glass, I need to really get that. Get some glasses and, um, if it's possible, I'm trying to do this so that, um, policy gets canceled on the third. Next Monday, I got Thursday and Friday to try to go to Eyewear Place to get some glasses. I understand, ma'am, yeah. Um, um, unfortunately I haven't received any update yet about that issue. Again, because it typically takes 24 to 48 hours for it to review. And I will remember that. So try it back tomorrow? Say that again. Try back tomorrow? I was... I t- technically, we are... We'll give you a phone call once we receive the update. You think I'll be able to get the glasses in time before y'all cancel the policy? Before the policy? I wouldn't... I wouldn't know, ma'am, 'cause we're not the ones that c- We're not the ones that handle that s- We're not a, we're not a carrier. We're just a plan administrator. All we do is get you enrolled or unenrolled from the coverage. So can I call that 855 number and see if they can put a rush on it so I can get my glasses? I mean, you're free to do as you please, ma'am. But I wouldn't be able to make any recommendations, 'cause again, typically our investigation process takes 24 to 48 hours. All right, let me try to call them again. Thank you. No problem, Ms. Tracy. Was there anything else I can help you with today? No, sir. All right. This is Calvin Benefits in the car. I do hope you have a great day. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: I called in order to get an update on my savings account and not where are my money ... is at.

Speaker speaker_0: BenefitsInTheCard, this is Malcolm. How can I help you?

Speaker speaker_1: Well, h- hi, this is Tracy. I was calling to see if they had any updates on my, um, business insurance card.

Speaker speaker_0: All right. What staffing company do you work for, ma'am?

Speaker speaker_1: ACC Healthcare.

Speaker speaker_0: Last four of your Social?

Speaker speaker_1: 27555.

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

Speaker speaker_1: Yes, sir. 44250 ... 108. Mobile, Alabama, 36022, 1986.

Speaker speaker_0: Thank you. So it looks like, uh, we spoke with you yesterday?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Just 'cause I... They... You provided your policy number.

Speaker speaker_1: That's what I'm saying, when I called the, um, company, the, um, NIP, the, um, now I don't know. I called-

Speaker speaker_0: You mean like?

Speaker speaker_1: Yeah. I called them and they said they didn't have no record of my insurance.

Speaker speaker_0: So when does... When was the last time you spoke with them? 'Cause we... I did send this to the back office to get an investigation going and it does take 24-

Speaker speaker_1: No.

Speaker speaker_0: ... to 48 hours for it reviewed.

Speaker speaker_1: I called about this time yesterday. I'm trying to get my glasses before that deal, um... 'Cause I know I, I counted the claim, but, but if I got, you know, a, uh, b- uh, opportunity to get some glass, I need to really get that. Get some glasses and, um, if it's possible, I'm trying to do this so that, um, policy gets canceled on the third. Next Monday, I got Thursday and Friday to try to go to Eyewear Place to get some glasses.

Speaker speaker_0: I understand, ma'am, yeah. Um, um, unfortunately I haven't received any update yet about that issue. Again, because it typically takes 24 to 48 hours for it to review. And I will remember that.

Speaker speaker_1: So try it back tomorrow?

Speaker speaker_0: Say that again.

Speaker speaker_1: Try back tomorrow?

Speaker speaker_0: I was... I t- technically, we are... We'll give you a phone call once we receive the update.

Speaker speaker_1: You think I'll be able to get the glasses in time before y'all cancel the policy? Before the policy?

Speaker speaker_0: I wouldn't... I wouldn't know, ma'am, 'cause we're not the ones that c- We're not the ones that handle that s- We're not a, we're not a carrier. We're just a plan administrator. All we do is get you enrolled or unenrolled from the coverage.

Speaker speaker_1: So can I call that 855 number and see if they can put a rush on it so I can get my glasses?

Speaker speaker_0: I mean, you're free to do as you please, ma'am. But I wouldn't be able to make any recommendations, 'cause again, typically our investigation process takes 24 to 48 hours.

Speaker speaker_1: All right, let me try to call them again. Thank you.

Speaker speaker_0: No problem, Ms. Tracy. Was there anything else I can help you with today?

Speaker speaker_1: No, sir.

Speaker speaker_0: All right. This is Calvin Benefits in the car. I do hope you have a great day.

Speaker speaker_1: All right, bye-bye.