

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Yeah, I need my ID number. All right. What staffing- And my start- ... company's you... Go ahead. Huh? What staffing company do you work for, ma'am? WorkFocus. Here. It's posted now in there on that shelf. You mean Focus WorkFocus? No, go on. Find it yourself. Yes, WorkFocus. What's the last four of your social, social, ma'am? 1120. First name? Toni. T-O-N-I. Are you a brand new hire? No. What's your last name? Uh, Chambers. C-H-A-M-B-E-R-S. No, I'm not a new hire. I've been with them for... since July. All right. For security purposes, can you verify your address and date of birth for me? 212 Hale Street, Maysville, Kentucky 42166, 0326, 1983. Okay. So we got your phone number as 270-727-8593? Yes. And your email is trc7172020@gmail.com? Yes. Mm-hmm. All right, so which ID cards do you need? Uh, sh- I guess all of 'em. I don't know. I need the medical and I guess the behavioral health. And- All right. So it looks like you just called on the 3rd to change coverage, but you also called on the 15th of last month to change coverage? So this means- No. I didn't call. I'm seeing those right here, ma'am. I mean, you didn't call- I'm telling y- ... but it was a changing request. I didn't call. It was a request from- I didn't call. ... your end. I have not called you. This is the first time I've ever called this number. I work for WorkFocus. I come in on the, the 31st of January to WorkFocus and change my benefits with them. So, and if anybody called you, it was them, not me. I apologize, ma'am. You didn't call back. See, there was a changing request received from, from them that you wanted to change your coverage. I guess so. All right. Ma'am, if put you on a brief hold while I see if your cards are available? Because you, you... It looks like your coverage just became active as of yesterday, or the changes were- Oh. ... made yesterday. So it is possible that your ID card isn't available just yet. Well, how am I supposed to use my insurance then? I have an appointment tomorrow at 9:00 AM and I have to have my insurance. I understand, ma'am. If you don't have your ID card available, you will have to file a... You would just have to go through this person filing claims and then let them know that your ID, your ifr- your information wasn't available at the moment. Check and see my ID cards are available. That's what I'm doing, ma'am. Do you mind if I put you on a brief hold while I do that? Go right ahead. Are you there, Ms. Chambers? Yes. Good. Looks like your dental and your vision was available. Your medical doesn't look like it's available yet. All I would be able to provide you with is the policy number. Then give me the policy number. Whenever you're ready. Go ahead. It's 259- Mm-hmm. ... 6268. 6268. And it starts yesterday? Yes, ma'am. The changes were just took effect as of yesterday. Geez. If you knew that typically the digital versions are available around Thursday or Friday upon activation. All right. Well, I'll just give them this policy number and that day and tell them that Thursday, the cards, the number will be available. Okay. Well, was there anything else I can help you with today, Ms. Chambers? No, that's all. Thank you. No problem. Thanks for calling Benefits in the Car. I hope you have

a great rest of your week. Yeah, you too.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: Yeah, I need my ID number.

Speaker speaker_0: All right. What staffing-

Speaker speaker_1: And my start-

Speaker speaker_0: ... company's you... Go ahead.

Speaker speaker_1: Huh?

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

Speaker speaker_1: WorkFocus. Here. It's posted now in there on that shelf.

Speaker speaker_0: You mean Focus WorkFocus?

Speaker speaker_1: No, go on. Find it yourself. Yes, WorkFocus.

Speaker speaker_0: What's the last four of your social, social, ma'am?

Speaker speaker_1: 1120.

Speaker speaker_0: First name?

Speaker speaker_1: Toni. T-O-N-I.

Speaker speaker_0: Are you a brand new hire?

Speaker speaker_1: No.

Speaker speaker_0: What's your last name?

Speaker speaker_1: Uh, Chambers. C-H-A-M-B-E-R-S. No, I'm not a new hire. I've been with them for... since July.

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

Speaker speaker_1: 212 Hale Street, Maysville, Kentucky 42166, 0326, 1983.

Speaker speaker_0: Okay. So we got your phone number as 270-727-8593?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is trc7172020@gmail.com?

Speaker speaker_1: Yes. Mm-hmm.

Speaker speaker_0: All right, so which ID cards do you need?

Speaker speaker_1: Uh, sh- I guess all of 'em. I don't know. I need the medical and I guess the behavioral health. And-

Speaker speaker_0: All right. So it looks like you just called on the 3rd to change coverage, but you also called on the 15th of last month to change coverage? So this means-

Speaker speaker_1: No. I didn't call.

Speaker speaker_0: I'm seeing those right here, ma'am. I mean, you didn't call-

Speaker speaker_1: I'm telling y-

Speaker speaker_0: ... but it was a changing request.

Speaker speaker_1: I didn't call.

Speaker speaker_0: It was a request from-

Speaker speaker_1: I didn't call.

Speaker speaker_0: ... your end.

Speaker speaker_1: I have not called you. This is the first time I've ever called this number. I work for WorkFocus. I come in on the, the 31st of January to WorkFocus and change my benefits with them. So, and if anybody called you, it was them, not me.

Speaker speaker_0: I apologize, ma'am. You didn't call back. See, there was a changing request received from, from them that you wanted to change your coverage.

Speaker speaker_1: I guess so.

Speaker speaker_0: All right. Ma'am, if put you on a brief hold while I see if your cards are available? Because you, you... It looks like your coverage just became active as of yesterday, or the changes were-

Speaker speaker_1: Oh.

Speaker speaker_0: ... made yesterday. So it is possible that your ID card isn't available just yet.

Speaker speaker_1: Well, how am I supposed to use my insurance then? I have an appointment tomorrow at 9:00 AM and I have to have my insurance.

Speaker speaker_0: I understand, ma'am. If you don't have your ID card available, you will have to file a... You would just have to go through this person filing claims and then let them know that your ID, your ifr- your information wasn't available at the moment.

Speaker speaker_1: Check and see my ID cards are available.

Speaker speaker_0: That's what I'm doing, ma'am. Do you mind if I put you on a brief hold while I do that?

Speaker speaker_1: Go right ahead.

Speaker speaker_0: Are you there, Ms. Chambers?

Speaker speaker_1: Yes.

Speaker speaker_0: Good. Looks like your dental and your vision was available. Your medical doesn't look like it's available yet. All I would be able to provide you with is the policy number.

Speaker speaker_1: Then give me the policy number.

Speaker speaker_0: Whenever you're ready.

Speaker speaker_1: Go ahead.

Speaker speaker_0: It's 259-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 6268.

Speaker speaker_1: 6268. And it starts yesterday?

Speaker speaker_0: Yes, ma'am. The changes were just took effect as of yesterday.

Speaker speaker_1: Geez.

Speaker speaker_0: If you knew that typically the digital versions are available around Thursday or Friday upon activation.

Speaker speaker_1: All right. Well, I'll just give them this policy number and that day and tell them that Thursday, the cards, the number will be available.

Speaker speaker_0: Okay. Well, was there anything else I can help you with today, Ms. Chambers?

Speaker speaker_1: No, that's all. Thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_1: Yeah, you too.