

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Car. This is Malcolm. How can I help you? Uh, hey, um, I'd just like... I would say about a week and a half ago, I got insurance through you guys and, um, I work at HydroGear and I had a life event so I got insurance through you guys and I'm paying, uh, I'm pretty sure that it's going to be, you know, charging me 22 or whatever something for premium health insurance. And, uh, I'm at the doctor today and I didn't get my card in the mail yet. And that's okay, but I'm at the doctor and I was wondering if it... 'cause I think today was the day it was supposed to be active. And since I'm at the doctor if you could look it up with my social and first, last name. Could you tell me my member ID, I think is what it's called? What staffing company do you work for? What staffing company do I work for? Mm-hmm. Innovative Staff Solutions. Last four of your social? Last four is 7339. First name? Cameron. Last name? McNeely. M-C-N-E-E-L-Y. For security purposes, can you verify your address and date of birth for me? Yes. My address is 2133 State Route 654 North. And you said birthday, uh, birthday? Yes, sir. Uh, June 23rd, 2003. Okay. So we got your phone number, 270-969-4435. Yes. And the email is cameronmcneely2003@gmail.com? Yes, sir. Thank you. So yeah, it looks like your coverage just became active as of today. Unfortunately, it does take 24 to 48 hours for your card information to be generated. So at this point- Okay. ... what you're gonna have to do, you're gonna have to... If you want to use your coverage, you can file a claim for it. You want to let them know that your ID cards are still being processed. And yeah, I can tell you your, your carrier for your insurance. I can... That should be... Hopefully that'll be enough information for your claim. Oh, okay. Um, uh, the carrier for the insurance? Yes, sir. Okay. So I think he's trying to- It's not everywhere it's 80 cents. Yes, it's American Public Life. It's, uh... Say it one more time. American Public Life. Okay. And you said that would be it for me to, like, file a claim? Is that gonna be... Is, is that... Would that be something that, uh, maybe I could get lucky and it be taken care of today if I do it that way? So I don't own any medicine. So I don't know. I couldn't tell you what exactly is covered and what's not covered because we're not American Public Life. Um- Okay. But I do know that you, you do have active coverage so you're gonna have to- Okay. But you just don't have your ID cards yet because they're still being generated. Okay. Because your coverage just became active today. Okay, sir. Well, uh, that's all I need then. I appreciate it. No problem. And then once... I would recommend calling back around Thursday or Friday. That's when the- Okay. ... digital versions of the cards are available. Or do you have to call this company? Okay, bud. Thank you. No problem, Mr. Cameron. Was there anything else I can help you with today? No, sir. All right. If there's nothing else, thanks for calling Benefits in a Car. I hope you have a great rest of your week. You too. Thank you. So that-

Conversation Format

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

Speaker speaker_1: Uh, hey, um, I'd just like... I would say about a week and a half ago, I got insurance through you guys and, um, I work at HydroGear and I had a life event so I got insurance through you guys and I'm paying, uh, I'm pretty sure that it's going to be, you know, charging me 22 or whatever something for premium health insurance. And, uh, I'm at the doctor today and I didn't get my card in the mail yet. And that's okay, but I'm at the doctor and I was wondering if it... 'cause I think today was the day it was supposed to be active. And since I'm at the doctor if you could look it up with my social and first, last name. Could you tell me my member ID, I think is what it's called?

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: What staffing company do I work for?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Innovative Staff Solutions.

Speaker speaker_0: Last four of your social?

Speaker speaker_1: Last four is 7339.

Speaker speaker_0: First name?

Speaker speaker_1: Cameron.

Speaker speaker_0: Last name?

Speaker speaker_1: McNeely. M-C-N-E-E-L-Y.

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

Speaker speaker_1: Yes. My address is 2133 State Route 654 North. And you said birt- uh, birthday?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Uh, June 23rd, 2003.

Speaker speaker_0: Okay. So we got your phone number, 270-969-4435.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email is cameronmcneely2003@gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Thank you. So yeah, it looks like your coverage just became active as of today. Unfortunately, it does take 24 to 48 hours for your card information to be generated. So

at this point-

Speaker speaker_1: Okay.

Speaker speaker_0: ... what you're gonna have to do, you're gonna have to... If you want to use your coverage, you can file a claim for it. You want to let them know that your ID cards are still being processed. And yeah, I can tell you your, your carrier for your insurance. I can... That should be... Hopefully that'll be enough information for your claim.

Speaker speaker_1: Oh, okay. Um, uh, the carrier for the insurance?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. So

Speaker speaker_2: I think he's trying to-

Speaker speaker_0: It's not everywhere it's 80 cents. Yes, it's American Public Life.

Speaker speaker_1: It's, uh... Say it one more time.

Speaker speaker_0: American Public Life.

Speaker speaker_1: Okay. And you said that would be it for me to, like, file a claim? Is that gonna be... Is, is that... Would that be something that, uh, maybe I could get lucky and it be taken care of today if I do it that way? So I don't own any medicine.

Speaker speaker_0: So I don't know. I couldn't tell you what exactly is covered and what's not covered because we're not American Public Life. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: But I do know that you, you do have active coverage so you're gonna have to-

Speaker speaker_1: Okay.

Speaker speaker_0: But you just don't have your ID cards yet because they're still being generated.

Speaker speaker_1: Okay.

Speaker speaker_0: Because your coverage just became active today.

Speaker speaker_1: Okay, sir. Well, uh, that's all I need then. I appreciate it.

Speaker speaker_0: No problem. And then once... I would recommend calling back around Thursday or Friday. That's when the-

Speaker speaker_1: Okay.

Speaker speaker_0: ... digital versions of the cards are available.

Speaker speaker_2: Or do you have to call this company?

Speaker speaker_1: Okay, bud. Thank you.

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

Speaker speaker_1: No, sir.

Speaker speaker_0: All right. If there's nothing else, thanks for calling Benefits in a Car. I hope you have a great rest of your week.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you.

Speaker speaker_2: So that-