

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hello. My name is Bailey Salyer and, um, I'm calling because I received an email a couple of weeks ago stating to activate my card and everything. However, when I went to activate my card, there was an issue that I had to call, um, call you guys about. And it shows that I was an inactive employee, so my boss got with whoever was at the office that I had talked to. They figured everything out apparently, but I have yet to hear a word about my actual benefits and/or how to get logged into them. Um, so I'm calling because, uh, it's been almost a month now that I've had them and I'm in need of using them, so I'm calling to see about that. All right. What staffing company do you work for, ma'am? Um, ADAP HR. What's the last four of your social? 6510. First name? Bailey, B-A-I-L-E-Y. Last name? Salyer, S-A-L-Y-E-R. Okay. For security purposes, can you verify your address and date of birth for me? 32 Miles Park Road, Pembroke, Georgia 31321. My birthday is 9/1/2002. Okay. Can you see we got a good phone number, 909-255-2762? Yes. And your email is bailey090102@gmail.com? Yes. Thank you. Okay. So it looks like your coverage just became active as of February 3rd. You should receive your ID cards... Your ID cards take one to two weeks to get to you. Okay. And hey- You should receive your ID card soon. And if you wanted them sent digitally, I can get them to you digitally while you wait on the physical one. That would be amazing. Yes, please. All right. So I do note, with your medical card, have you called in and requested a physical one? Otherwise, it's only sent via email. Oh, no, I have not. All right. So did you want me to- Yes, please. Did you want me to send them physically as well with a medical one? Yes, please. All right. So is that a home or apartment at 32 Miles Park Road? It's a home. Okay. Ma'am, I'm going to put you on brief hold while I get those ID cards for you. That's fine. Are you there, Ms. Bailey? Yes, sir. All right. I'm going to send those ID cards to your email. Okay. All right. Is there anything else I can help you with today? Um, do you happen to have a list of carriers that accept the insurance? So you want to go to multiplan.com. That website will tell you what doctors in the area take your insurance. Okay. Give me one second. You said Multiplan? Yes, ma'am. All righty. Thank you so much. No problem. Was there anything else I can help you with today, Ms. Bailey? Hmm. No, sir. Thank you. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. Thank you as well. Thank you.

Conversation Format

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

Speaker speaker_1: Hello. My name is Bailey Salyer and, um, I'm calling because I received an email a couple of weeks ago stating to activate my card and everything. However, when I went to activate my card, there was an issue that I had to call, um, call you guys about. And it shows that I was an inactive employee, so my boss got with whoever was at the office that I had talked to. They figured everything out apparently, but I have yet to hear a word about my actual benefits and/or how to get logged into them. Um, so I'm calling because, uh, it's been almost a month now that I've had them and I'm in need of using them, so I'm calling to see about that.

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

Speaker speaker_1: Um, ADAP HR.

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

Speaker speaker_1: 6510.

Speaker speaker_0: First name?

Speaker speaker_1: Bailey, B-A-I-L-E-Y.

Speaker speaker_0: Last name?

Speaker speaker_1: Salyer, S-A-L-Y-E-R.

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

Speaker speaker_1: 32 Miles Park Road, Pembroke, Georgia 31321. My birthday is 9/1/2002.

Speaker speaker_0: Okay. Can you see we got a good phone number, 909-255-2762?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is bailey090102@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. Okay. So it looks like your coverage just became active as of February 3rd. You should receive your ID cards... Your ID cards take one to two weeks to get to you.

Speaker speaker_1: Okay. And hey-

Speaker speaker_0: You should receive your ID card soon. And if you wanted them sent digitally, I can get them to you digitally while you wait on the physical one.

Speaker speaker_1: That would be amazing. Yes, please.

Speaker speaker_0: All right. So I do note, with your medical card, have you called in and requested a physical one? Otherwise, it's only sent via email.

Speaker speaker_1: Oh, no, I have not.

Speaker speaker_0: All right. So did you want me to-

Speaker speaker_1: Yes, please.

Speaker speaker_0: Did you want me to send them physically as well with a medical one?

Speaker speaker_1: Yes, please.

Speaker speaker_0: All right. So is that a home or apartment at 32 Miles Park Road?

Speaker speaker_1: It's a home.

Speaker speaker_0: Okay. Ma'am, I'm going to put you on brief hold while I get those ID cards for you.

Speaker speaker_1: That's fine.

Speaker speaker_0: Are you there, Ms. Bailey?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right. I'm going to send those ID cards to your email.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Is there anything else I can help you with today?

Speaker speaker_1: Um, do you happen to have a list of carriers that accept the insurance?

Speaker speaker_0: So you want to go to multiplan.com. That website will tell you what doctors in the area take your insurance.

Speaker speaker_1: Okay. Give me one second. You said Multiplan?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: All righty. Thank you so much.

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

Speaker speaker_1: Hmm. No, sir. Thank you.

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

Speaker speaker_1: Thank you as well.

Speaker speaker_0: Thank you.