

## **Transcript: Malcolm**

**Nash-5435839200673792-5954618670235648**

### **Full Transcript**

Thanks for calling Benefits in the Car. This is Malcolm, how can I help you? Hi, Malcolm. It's Alicia at APL. I have an insured that was calling for her w- uh, wellness benefits, and she doesn't have an IMA or 90-Degree card. So, she's wondering if she has that wellness benefit, if you could assist her. If not, she's wanting to know if there's any way she can get it. Yeah, you can transfer her over. I see... I can get anybody to pull up her account and see what's going on. Oh, all right. Y- you need any of her information before I transfer? I can get it from her. I appreciate it. All right. Thank you, Malcolm. Let me get her on the line. Mm-hmm. Ms. Jasmine, thank you for your patience. I have Malcolm on the line. He's going to check that for you, and I hope you have a lovely day. Thank you. Thank you. Bye-bye. Hey, Ms. Jasmine. What staffing company do you work for? Uh, ATC Healthcare. What's the last four of your social? 4688. Last name? Robinson. Okay. For security purposes, can you verify your address and date of birth for me? It is, uh, 42375 403 North Phillips Avenue in Glenside, PA, 19038. And your date of birth? 4-23-75. You... Can I get phone number, 267-333-7447? Mm-hmm. And the email is nursejazz101@gmail.com? Yes. All right. So, it looks like you have the dental, the life insurance, the vision and the medical plan. Okay. I'm just... My question is, I have a mammogram scheduled for next Tuesday. I just want to know if that's covered. So, I wouldn't... That would be a question you would ask APL, who you were just on the phone with, because they're the carrier. They told me I had to ask y'all. They said they couldn't answer that, that that's why they transfe- referred me to you. I'm not sure why they would tell you that, because we're not the carrier. We're just the plan administrator. All we do is get you guys enrolled or unenrolled from the health insurance. Oh, God. This is ridiculous. They just said that they wouldn't have that answer, that this is why she transferred me to you. Now you're telling me you don't have that answer, but nobody has the answer. It doesn't make any sense. I promise you, ma'am, that American Public Life, they are your carrier, and they are the ones supplying you with the health insurance and the dental insurance and the life insurance. They should be able to answer that question for you. We would not be able to answer on our end. Can you transfer me to a supervisor then? No, ma'am. Somebody that knows what's going on? I wouldn't have access to a supervisor in American Public Life. Can you transfer me back to them? Yes, ma'am. Was there anything else that I could help you with today? No. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. Thanks. Oh, ma'am, one more thing. When I did transfer you, you want to hit option four to speak with a representative. Okay, thanks. No problem.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits in the Car. This is Malcolm, how can I help you?

Speaker speaker\_1: Hi, Malcolm. It's Alicia at APL. I have an insured that was calling for her w- uh, wellness benefits, and she doesn't have an IMA or 90-Degree card. So, she's wondering if she has that wellness benefit, if you could assist her. If not, she's wanting to know if there's any way she can get it.

Speaker speaker\_0: Yeah, you can transfer her over. I see... I can get anybody to pull up her account and see what's going on.

Speaker speaker\_1: Oh, all right. Y- you need any of her information before I transfer?

Speaker speaker\_0: I can get it from her. I appreciate it.

Speaker speaker\_1: All right. Thank you, Malcolm. Let me get her on the line.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Ms. Jasmine, thank you for your patience. I have Malcolm on the line. He's going to check that for you, and I hope you have a lovely day.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_0: Hey, Ms. Jasmine. What staffing company do you work for?

Speaker speaker\_2: Uh, ATC Healthcare.

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_2: 4688.

Speaker speaker\_0: Last name?

Speaker speaker\_2: Robinson.

Speaker speaker\_0: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: It is, uh, 42375 403 North Phillips Avenue in Glenside, PA, 19038.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_2: 4-23-75.

Speaker speaker\_0: You... Can I get phone number, 267-333-7447?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: And the email is nursejazz101@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_0: All right. So, it looks like you have the dental, the life insurance, the vision and the medical plan.

Speaker speaker\_2: Okay. I'm just... My question is, I have a mammogram scheduled for next Tuesday. I just want to know if that's covered.

Speaker speaker\_0: So, I wouldn't... That would be a question you would ask APL, who you were just on the phone with, because they're the carrier.

Speaker speaker\_2: They told me I had to ask y'all. They said they couldn't answer that, that that's why they transfe- referred me to you.

Speaker speaker\_0: I'm not sure why they would tell you that, because we're not the carrier. We're just the plan administrator. All we do is get you guys enrolled or unenrolled from the health insurance.

Speaker speaker\_2: Oh, God. This is ridiculous. They just said that they wouldn't have that answer, that this is why she transferred me to you. Now you're telling me you don't have that answer, but nobody has the answer. It doesn't make any sense.

Speaker speaker\_0: I promise you, ma'am, that American Public Life, they are your carrier, and they are the ones supplying you with the health insurance and the dental insurance and the life insurance. They should be able to answer that question for you. We would not be able to answer on our end.

Speaker speaker\_2: Can you transfer me to a supervisor then?

Speaker speaker\_0: No, ma'am.

Speaker speaker\_2: Somebody that knows what's going on?

Speaker speaker\_0: I wouldn't have access to a supervisor in American Public Life.

Speaker speaker\_2: Can you transfer me back to them?

Speaker speaker\_0: Yes, ma'am. Was there anything else that I could help you with today?

Speaker speaker\_2: No.

Speaker speaker\_0: Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker\_2: Thanks.

Speaker speaker\_0: Oh, ma'am, one more thing. When I did transfer you, you want to hit option four to speak with a representative.

Speaker speaker\_2: Okay, thanks.

Speaker speaker\_0: No problem.