

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits and insurance. This is Malcolm, how can I help you? Uh, hello, Malcolm. My name is Dylan Key. Um, I guess... I guess I'm just calling to see, um, see what my coverage is and to see if I would be able to go to the doctor. Um, any co-pay- What staffing company you with? ... partners. Do you say "partners" or do you say "parties"? Um, I... I'm sorry, I still didn't hear you. I said, what staffing company do you work for? I work for Workforce. What's the last four of your social? 1269EEU. First name? Dylan. D-Y-L-L-O-N. Last name? Key. K-E-Y. For security purposes, can you verify your address and date of birth for me? Uh, 6235 Industrial Park Road, 8/12/86. Thank you. And a city state zip code? Uh, 72956. And city state? Van Buren, Arkansas. Thank you. So yeah, your phone number, 402-979-3532? Correct. And your email is dylanky86@gmail.com? Yes, sir. Thank you. All right. So it doesn't look like you have any active coverage, sir. It looks like your coverage ended on 12/2/'24. Really? So what do I got to do to, uh, to get coverage? So what, were you no longer with the company? What happened? Um, honestly, I'm not sure. No, I've been with the company. I don't know why it canceled. So you never left the company during that time? No, sir. So what I'ma have to do, I'ma have to email the back office and get an investigation going to see why your coverage just stopped by itself if you're saying you never left the company. Yeah. Uh, no, sir. I never left, uh, Workforce, the... the temporary agency. No, sir. I was in between jobs for like two weeks, but I don't know if that would cancel it. You still there? Yes, sir. I'm just s- sending an email. You mind if I put you on a brief hold? No, that's fine. Thank you. Thank you. Hey, Mr. Key? Yes, sir. All right. So I sent that email to the back office to get that investigation going. Please be advised that it takes one to two weeks for the investi-... I mean, 24 to 48 hours for the investigation process and once we hear back, I'll give you a call and let you know what's going on next with your situation. Okay, perfect. Thank you, sir. Yes. Let me ask you what your name is again, no problem. No, that's it. Thank you. Have a good day, man. You too. Thank you. All right.

Conversation Format

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

Speaker speaker_1: ... benefits and insurance. This is Malcolm, how can I help you?

Speaker speaker_2: Uh, hello, Malcolm. My name is Dylan Key. Um, I guess... I guess I'm just calling to see, um, see what my coverage is and to see if I would be able to go to the doctor. Um, any co-pay-

Speaker speaker_1: What staffing company you with?

Speaker speaker_2: ... partners.

Speaker speaker_1: Do you say "partners" or do you say "parties"?

Speaker speaker_2: Um, I... I'm sorry, I still didn't hear you.

Speaker speaker_1: I said, what staffing company do you work for?

Speaker speaker_2: I work for Workforce.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: 1269EEU.

Speaker speaker_1: First name?

Speaker speaker_2: Dylan. D-Y-L-L-O-N.

Speaker speaker_1: Last name?

Speaker speaker_2: Key. K-E-Y.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Uh, 6235 Industrial Park Road, 8/12/86.

Speaker speaker_1: Thank you. And a city state zip code?

Speaker speaker_2: Uh, 72956.

Speaker speaker_1: And city state?

Speaker speaker_2: Van Buren, Arkansas.

Speaker speaker_1: Thank you. So yeah, your phone number, 402-979-3532?

Speaker speaker_2: Correct.

Speaker speaker_1: And your email is dylanky86@gmail.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Thank you. All right. So it doesn't look like you have any active coverage, sir. It looks like your coverage ended on 12/2/'24.

Speaker speaker_2: Really? So what do I got to do to, uh, to get coverage?

Speaker speaker_1: So what, were you no longer with the company? What happened?

Speaker speaker_2: Um, honestly, I'm not sure. No, I've been with the company. I don't know why it canceled.

Speaker speaker_1: So you never left the company during that time?

Speaker speaker_2: No, sir.

Speaker speaker_1: So what I'ma have to do, I'ma have to email the back office and get an investigation going to see why your coverage just stopped by itself if you're saying you never left the company.

Speaker speaker_2: Yeah. Uh, no, sir. I never left, uh, Workforce, the... the temporary agency. No, sir. I was in between jobs for like two weeks, but I don't know if that would cancel it. You still there?

Speaker speaker_1: Yes, sir. I'm just s- sending an email. You mind if I put you on a brief hold?

Speaker speaker_2: No, that's fine. Thank you.

Speaker speaker_1: Thank you.

Speaker speaker_2: Hey, Mr. Key?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right. So I sent that email to the back office to get that investigation going. Please be advised that it takes one to two weeks for the investi-... I mean, 24 to 48 hours for the investigation process and once we hear back, I'll give you a call and let you know what's going on next with your situation.

Speaker speaker_1: Okay, perfect.

Speaker speaker_2: Thank you, sir.

Speaker speaker_1: Yes. Let me ask you what your name is again, no problem.

Speaker speaker_2: No, that's it. Thank you. Have a good day, man.

Speaker speaker_1: You too. Thank you.

Speaker speaker_2: All right.