

Transcript: Malcolm

Nash-5532742716538880-6643882162962432

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hi, Malcolm. I'm calling for our provider's office. Um, we're trying to schedule a patient for an intake, but we keep seeing that she has an active 90 Degree Benefit plan and we've called and been told it's active. But the patient says that she's called you and been told it's not active. Yes, ma'am. I actually just got... That was the last person I spoke with. So, um, give me one moment while I pull up her account. Okay. So yeah, her coverage ended on 12A this year. Okay. Okay. Yeah, um- So what's the phone number- Yeah. 90- ... that you've been calling to reach 90 Degree Benefits? Uh, somebody else on my team called and they called the same number I did, the 1-800-833-4296 and they spoke with a- Well, who actually did? ... Lisa M., oh, I'm not sure. It, it wasn't me that called. Right. So when you call that number, you want to hit option one to speak with a representative. Um, she told me... The member did tell me the name of the person, I can't remember what she told me, but she did not... That wasn't anyone at work that works here. We're Benefits- Lisa M.? Yes. We're Benefits in the Card, we're a plan administrator for health insurance. So we get them enrolled or unenrolled from the insurance. Uh-huh. And we, we are able to see- Okay. So- ... when they're in and when it doesn't end and when it starts. So this plan ended December 8th? Yes, ma'am. Okay. Um, can I get your name again and a reference number please? Malcolm, and it'd be today's date. Okay. All right, Malcolm. Um, thank you for your help. No problem. Was there anything else I can help you with today? Nope. That is it. Thank you very much. No problem. Thanks for calling Benefits in the Card. Hope you have a great holiday. Thank you. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_2: Hi, Malcolm. I'm calling for our provider's office. Um, we're trying to schedule a patient for an intake, but we keep seeing that she has an active 90 Degree Benefit plan and we've called and been told it's active. But the patient says that she's called you and been told it's not active.

Speaker speaker_1: Yes, ma'am. I actually just got... That was the last person I spoke with. So, um, give me one moment while I pull up her account.

Speaker speaker_2: Okay.

Speaker speaker_1: So yeah, her coverage ended on 12A this year.

Speaker speaker_2: Okay. Okay. Yeah, um-

Speaker speaker_1: So what's the phone number-

Speaker speaker_2: Yeah. 90-

Speaker speaker_1: ... that you've been calling to reach 90 Degree Benefits?

Speaker speaker_2: Uh, somebody else on my team called and they called the same number I did, the 1-800-833-4296 and they spoke with a-

Speaker speaker_1: Well, who actually did?

Speaker speaker_2: ... Lisa M., oh, I'm not sure. It, it wasn't me that called.

Speaker speaker_1: Right. So when you call that number, you want to hit option one to speak with a representative. Um, she told me... The member did tell me the name of the person, I can't remember what she told me, but she did not... That wasn't anyone at work that works here. We're Benefits-

Speaker speaker_2: Lisa M.?

Speaker speaker_1: Yes. We're Benefits in the Card, we're a plan administrator for health insurance. So we get them enrolled or unenrolled from the insurance.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: And we, we are able to see-

Speaker speaker_2: Okay. So-

Speaker speaker_1: ... when they're in and when it doesn't end and when it starts.

Speaker speaker_2: So this plan ended December 8th?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. Um, can I get your name again and a reference number please?

Speaker speaker_1: Malcolm, and it'd be today's date.

Speaker speaker_2: Okay. All right, Malcolm. Um, thank you for your help.

Speaker speaker_1: No problem. Was there anything else I can help you with today?

Speaker speaker_2: Nope. That is it. Thank you very much.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Card. Hope you have a great holiday.

Speaker speaker_2: Thank you. You too. Bye-bye.