

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm, how can I help you? Hi, Malcolm. My name is Jacob Heiss and I was meaning to get set up with some benefits. What staffing company do you work for? Surge Staffing in Lancaster, Ohio. The last four of your Social? 5017... First name? Jacob, spelled J-A-C-O-B. Last name? Heiss, spelled H-E-I-S-S. Okay. For security purposes, can you verify your address and date of birth for me? Yeah. My address is 13148 Dogwood Drive, Northeast Thornville, Ohio. And you said my birthday? Mm-hmm. Is, uh, 05-26-1998. Thank you. Do you have a phone number, 174-063-7704? No, it's, uh, 740-637-7046. You said 740-637-7046? Yep. And the email is jacob.lastname17@yahoo.com? Yeah. Thank you. Let me see. You called 'cause you wanted to get enrolled in coverage? Yeah, I need some insurance. Uh, I need some dental work done very soon. Excellent. Uh, so more or less, I just need some teeth pulled. Okay. Before I can get you enrolled, I'ma have to do a eligibility review because you have- Okay. ... multiple hire dates in the system. Typically it takes- Yeah. ... 24 to 48 hours. After the review I'll give you a call back and let you know if you're eligible to get enrolled or not. All righty, buddy, that's fine. I'm just trying to work with what I got. Um, I only went to the dentist Saturday and got told I got six teeth that gotta get pulled and two of them are wisdom teeth. So they're talking about it's like a \$160 for just, like, one tooth, and that's not even, uh, a wisdom tooth, that's, like, one of the normal ones. So I'm trying to... I, I ain't got the insurance. I had Molina and I basically got the last letter in the mail saying that they were gonna shut my shit off and I was like, "Why did I not get the other two letters?" And they said they sent it to this address but they never showed up, but the third one showed up. So I'm trying to scramble and get some insurance so that way I can get these teeth out of my head because they're turning bad. I understand, Mr. Jacob. No problem. Was there anything that I can do you for today? No, that's pretty much it, buddy. Just try to get back with me as soon as you can. I'm kind of hoping I'm eligible. Other than that, uh, thank you and I hope you have a good one. No problem, Mr. Jacob. You have a great rest of your week as well. Thank you. You too, Malcolm. Thank you.

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. My name is Jacob Heiss and I was meaning to get set up with some benefits.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Surge Staffing in Lancaster, Ohio.

Speaker speaker_0: The last four of your Social?

Speaker speaker_1: 5017...

Speaker speaker_0: First name?

Speaker speaker_1: Jacob, spelled J-A-C-O-B.

Speaker speaker_0: Last name?

Speaker speaker_1: Heiss, spelled H-E-I-S-S.

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

Speaker speaker_1: Yeah. My address is 13148 Dogwood Drive, Northeast Thornville, Ohio. And you said my birthday?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Is, uh, 05-26-1998.

Speaker speaker_0: Thank you. Do you have a phone number, 174-063-7704?

Speaker speaker_1: No, it's, uh, 740-637-7046.

Speaker speaker_0: You said 740-637-7046?

Speaker speaker_1: Yep.

Speaker speaker_0: And the email is jacob.lastname17@yahoo.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Thank you. Let me see. You called 'cause you wanted to get enrolled in coverage?

Speaker speaker_1: Yeah, I need some insurance. Uh, I need some dental work done very soon.

Speaker speaker_0: Excellent.

Speaker speaker_1: Uh, so more or less, I just need some teeth pulled.

Speaker speaker_0: Okay. Before I can get you enrolled, I'ma have to do a eligibility review because you have-

Speaker speaker_1: Okay.

Speaker speaker_0: ... multiple hire dates in the system. Typically it takes-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... 24 to 48 hours. After the review I'll give you a call back and let you know if you're eligible to get enrolled or not.

Speaker speaker_1: All righty, buddy, that's fine. I'm just trying to work with what I got. Um, I only went to the dentist Saturday and got told I got six teeth that gotta get pulled and two of them are wisdom teeth. So they're talking about it's like a \$160 for just, like, one tooth, and that's not even, uh, a wisdom tooth, that's, like, one of the normal ones. So I'm trying to... I, I ain't got the insurance. I had Molina and I basically got the last letter in the mail saying that they were gonna shut my shit off and I was like, "Why did I not get the other two letters?" And they said they sent it to this address but they never showed up, but the third one showed up. So I'm trying to scramble and get some insurance so that way I can get these teeth out of my head because they're turning bad.

Speaker speaker_0: I understand, Mr. Jacob.

Speaker speaker_1: No problem.

Speaker speaker_0: Was there anything that I can do you for today?

Speaker speaker_1: No, that's pretty much it, buddy. Just try to get back with me as soon as you can. I'm kind of hoping I'm eligible. Other than that, uh, thank you and I hope you have a good one.

Speaker speaker_0: No problem, Mr. Jacob. You have a great rest of your week as well. Thank you.

Speaker speaker_1: You too, Malcolm.

Speaker speaker_0: Thank you.