

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Uh, yes, my name is Desmond Green. I was, uh, calling about my insurance card. Uh, um, I, uh... I had, uh, I applied for one. They sent me the card, but when I tried to go use it for, for s- for my pharmacy, they di- they said they wouldn't take it. What staffing company you work for, sir? MAU Pet strong. And what's your social? 1898. First name? Desmond Green. Thanks for that. D-E-Z-E-N-D-M-O-N-D G-R-E-E-N. For security purposes, we verify your address and date of birth 400. 138 Blue Crescent Drive. Can you say the ZIP code and date of birth? 30907 10/20/1997. Okay. You said your phone number is 394-4251? Yes, sir. And your email is desmondg2@gmail.com? Yes, sir. Thank you. 'Cause I got... I had got the family pack. I got my little girl and mom, and she tried to use hers at the doctor the other day, and they wouldn't take it. Yeah, so you didn't get enrolled in a plan that offers prescription coverage. They, uh, yeah, they... I don't know. They said like, well, the pharmacy said they, uh, they got a date or something mixed up or whatever, so they, uh, they... I had to call to see what was wrong with it. That's why they weren't taking it. So is there something your doctor prescribed wrong and they just- Uh-uh. It's, uh, it's the insurance card. They, they said they, uh, they said the date like y'all had got a date or something, a date or a year or something mixed up and that why, that's why they couldn't take it. Like so they did- On your data app? Yeah, like my little girl date, her date of birth is one, 1/15/23. Oh, let's see. I see where they have it 11/16. Yeah, her date of birth were 1/16/23. Okay. So they had it, they had it in as 11/16/23. Okay. All right, so I updated that. It does take 24 hours for the update to happen. Okay. All right. Well, was there anything else I can help you with today, Mr. Green? No, that's it. All right, there's nothing else. Thanks for calling Benefits in the Car. Hope you have a great rest of your week. All right, thank you. You too. No problem. 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: Uh, yes, my name is Desmond Green. I was, uh, calling about my insurance card. Uh, um, I, uh... I had, uh, I applied for one. They sent me the card, but when I tried to go use it for, for s- for my pharmacy, they di- they said they wouldn't take it.

Speaker speaker_0: What staffing company you work for, sir?

Speaker speaker_1: MAU Pet strong.

Speaker speaker_0: And what's your social?

Speaker speaker_1: 1898.

Speaker speaker_0: First name?

Speaker speaker_1: Desmond Green.

Speaker speaker_0: Thanks for that.

Speaker speaker_1: D-E-Z-E-N-D-M-O-N-D G-R-E-E-N.

Speaker speaker_0: For security purposes, we verify your address and date of birth 400.

Speaker speaker_1: 138 Blue Crescent Drive.

Speaker speaker_0: Can you say the ZIP code and date of birth?

Speaker speaker_1: 30907 10/20/1997.

Speaker speaker_0: Okay. You said your phone number is 394-4251?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And your email is desmondg2@gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Thank you.

Speaker speaker_1: 'Cause I got... I had got the family pack. I got my little girl and mom, and she tried to use hers at the doctor the other day, and they wouldn't take it.

Speaker speaker_0: Yeah, so you didn't get enrolled in a plan that offers prescription coverage.

Speaker speaker_1: They, uh, yeah, they... I don't know. They said like, well, the pharmacy said they, uh, they got a date or something mixed up or whatever, so they, uh, they... I had to call to see what was wrong with it. That's why they weren't taking it.

Speaker speaker_0: So is there something your doctor prescribed wrong and they just-

Speaker speaker_1: Uh-uh. It's, uh, it's the insurance card. They, they said they, uh, they said the date like y'all had got a date or something, a date or a year or something mixed up and that why, that's why they couldn't take it. Like so they did-

Speaker speaker_0: On your data app?

Speaker speaker_1: Yeah, like my little girl date, her date of birth is one, 1/15/23.

Speaker speaker_0: Oh, let's see. I see where they have it 11/16.

Speaker speaker_1: Yeah, her date of birth were 1/16/23.

Speaker speaker_0: Okay. So they had it, they had it in as 11/16/23.

Speaker speaker_1: Okay.

Speaker speaker_0: All right, so I updated that. It does take 24 hours for the update to happen.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Well, was there anything else I can help you with today, Mr. Green?

Speaker speaker_1: No, that's it.

Speaker speaker_0: All right, there's nothing else. Thanks for calling Benefits in the Car. Hope you have a great rest of your week.

Speaker speaker_1: All right, thank you. You too.

Speaker speaker_0: No problem. Thank you.