

Transcript: Malcolm

Nash-6016896784613376-6071844650041344

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. I forgot the glasses again. Hey, it's Benefits in the Car. This is Malcolm. How can I help you? Hey, Malcolm. I'm, uh... I, I called you guys a couple of days ago trying to get insurance and, uh, I asked questions about, uh, if it covered my medicine, which is methadone and my mental health. And I was led to call Sandra and I've called her three times and left messages and she has not called back. I get charged \$120 a week for this medicine. I'm broke. I work through Search Staffing though, so I, I don't... Is there anybody else I can call and get a hold of to see if the plan covers my medicine? Y- you're asking about plans that cover medicine? Yeah. Yeah, hold on. Give me a second. Let me tell you... All right. Yeah. I, I need insurance and I was led to you guys that have... You guys have plans 'cause I work through Search Staffing and, uh, I was asking the gentleman if the medicine covered substance abuse, uh, disorder, and mental health 'cause I take meds for both. And the gentleman said he... No, and he led me to call this person named San- Sandra, Sondra. Well, she hasn't answered me or called me back in three days and I get charged \$120 a week for my methadone, which that is what I really need coverage for. If it's not gonna cover it, then I'm not gonna buy it. You know what I mean? Yes, sir. But if you have somebody else that I can call that's like Sandra or the level of Sandra, but somebody different who will actually answer, I can get the... Get my answer... Jesus, I can't talk. Get my questions answered, then that would be great. This is something that I kind of need- So does San- ... on, on the quickness. So does Sandra... Did they give you Delicia's phone number as well? Uh, n- no. I only have Sandra's. So Sandra can give you phone numbers to who can give you detailed information like that. 'Cause we're not the carrier, so unfortunately, we wouldn't be able to give you that detailed information. I can give you Miss Delicia's phone number but outside of her- All right. Sure. ... it will have to be somebody else. Yeah, okay. That, that'll work then. Whenever you're ready. Yep. I'm ready. It's 601. Yep. 936. Okay. 3290. Mm-hmm. 0290. All right. 0290. And you're not... You're not also called a carrier directly. I can give you their phone number as well. Car- Okay. Yep. I'm ready. So it'll be American Public Life. The phone number is 1-800-256- Yep. ... 8606. And you want to hit option four to speak with a representative. Option four. Okay. Sweet. All right. Thank you. No problem, sir. Was there anything else I could help you with today? No, sir. That is it. All right. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. All right. Thank you. You too. Thank you.

Conversation Format

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

Speaker speaker_1: I forgot the glasses again.

Speaker speaker_2: Hey, it's Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_3: Hey, Malcolm. I'm, uh... I, I called you guys a couple of days ago trying to get insurance and, uh, I asked questions about, uh, if it covered my medicine, which is methadone and my mental health. And I was led to call Sandra and I've called her three times and left messages and she has not called back. I get charged \$120 a week for this medicine. I'm broke. I work through Search Staffing though, so I, I don't... Is there anybody else I can call and get a hold of to see if the plan covers my medicine?

Speaker speaker_2: Y- you're asking about plans that cover medicine?

Speaker speaker_3: Yeah. Yeah, hold on. Give me a second. Let me tell you... All right. Yeah. I, I need insurance and I was led to you guys that have... You guys have plans 'cause I work through Search Staffing and, uh, I was asking the gentleman if the medicine covered substance abuse, uh, disorder, and mental health 'cause I take meds for both. And the gentleman said he... No, and he led me to call this person named San- Sandra, Sondra. Well, she hasn't answered me or called me back in three days and I get charged \$120 a week for my methadone, which that is what I really need coverage for. If it's not gonna cover it, then I'm not gonna buy it. You know what I mean?

Speaker speaker_2: Yes, sir.

Speaker speaker_3: But if you have somebody else that I can call that's like Sandra or the level of Sandra, but somebody different who will actually answer, I can get the... Get my answer... Jesus, I can't talk. Get my questions answered, then that would be great. This is something that I kind of need-

Speaker speaker_2: So does San-

Speaker speaker_3: ... on, on the quickness.

Speaker speaker_2: So does Sandra... Did they give you Delicia's phone number as well?

Speaker speaker_3: Uh, n- no. I only have Sandra's.

Speaker speaker_2: So Sandra can give you phone numbers to who can give you detailed information like that. 'Cause we're not the carrier, so unfortunately, we wouldn't be able to give you that detailed information. I can give you Miss Delicia's phone number but outside of her-

Speaker speaker_3: All right. Sure.

Speaker speaker_2: ... it will have to be somebody else.

Speaker speaker_3: Yeah, okay. That, that'll work then.

Speaker speaker_2: Whenever you're ready.

Speaker speaker_3: Yep. I'm ready.

Speaker speaker_2: It's 601.

Speaker speaker_3: Yep.

Speaker speaker_2: 936.

Speaker speaker_3: Okay.

Speaker speaker_2: 3290.

Speaker speaker_3: Mm-hmm. 0290. All right. 0290.

Speaker speaker_2: And you're not... You're not also called a carrier directly. I can give you their phone number as well.

Speaker speaker_3: Car- Okay. Yep. I'm ready.

Speaker speaker_2: So it'll be American Public Life. The phone number is 1-800-256- Yep. ... 8606. And you want to hit option four to speak with a representative. Option four.

Speaker speaker_3: Okay. Sweet. All right. Thank you.

Speaker speaker_2: No problem, sir. Was there anything else I could help you with today?

Speaker speaker_3: No, sir. That is it.

Speaker speaker_2: All right. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_3: All right. Thank you. You too.

Speaker speaker_2: Thank you.