

Transcript: Malcolm

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Full Transcript

You're calling Benefits in a Card. This is Malcolm. How can I help you? Hey, Malcolm. This is Anna on the care team. How are you? I'm doing good. How about you? I'm sorry. Anna from APL. I'm sorry. I did it like I was transferring internally. I'm good. How you doing? I'm doing good. How about you? I'm good. Um, I have a member on the other line who wants to see if she can do some upgrading to her dental policy. So, uh, y- you can inform her that there isn't a higher plan that she can get with a dental plan. But I- I think you can transfer her over as well, but that's pretty much gonna be the answer. We only offer one dental plan. Oh, okay. Um... um, I'm going to give her to you just 'cause she wants to speak to- That's fine. ... someone else- You can transfer her over. ... but moving forward. All right. Thank you. Hold on one moment. Mm-hmm. Yeah. Hey. Hello, Crystal? Hi. Thank you so much for holding. I have Benefits in a Card on the line and they'll be assisting you further, okay? Thank you so much. You're welcome. How you doing today, ma'am? Hi. How are you? I'm doing good. How about you? Well, my tooth is hurting but other than that it's okay. Well, how can I help you today? So, um, did she, um, tell you, um, my concerns or...? She's... From what she told me, she said you wanted to upgrade your dental plan. Is that correct? Yes. Yeah. All right, so unfortunately, they only offer that one dental plan. Uh... There wouldn't be anything to upgrade to. Okay. So, what else would they, like, cover, like underlying of the root canal? Because I need a root canal but it's like \$2,000 and, you know, they don't, y'all don't pay nothing on that. So, like, what... You get what I'm saying? Is there any other, other lines like maybe the cap or something that they could pay on? So, unfortunately, APL will be the ones you just ask that question to answer that question because we're- we're not a carrier. We're just a plan administrator. All we do is get you enrolled or unenrolled from the coverage. Hello? No, thank you so much. Hello? Yes, ma'am. Hello? Can you hear me? Yes, ma'am. Can you hear me? Hello? Yes, ma'am. Can you hear me? Yes. I'm sorry. Yes. Uh, well, I guess that covers it then. Thank you. No problem. Was there anything else I could help you with today? No, that's it. Well, thanks for calling Benefits in a Card. I hope you have a great rest of your week. All right. Bye-bye.

Conversation Format

Speaker speaker_0: You're calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hey, Malcolm. This is Anna on the care team. How are you?

Speaker speaker_0: I'm doing good. How about you?

Speaker speaker_1: I'm sorry. Anna from APL. I'm sorry. I did it like I was transferring internally. I'm good. How you doing?

Speaker speaker_0: I'm doing good. How about you?

Speaker speaker_1: I'm good. Um, I have a member on the other line who wants to see if she can do some upgrading to her dental policy.

Speaker speaker_0: So, uh, y- you can inform her that there isn't a higher plan that she can get with a dental plan. But I- I think you can transfer her over as well, but that's pretty much gonna be the answer. We only offer one dental plan.

Speaker speaker_1: Oh, okay. Um... um, I'm going to give her to you just 'cause she wants to speak to-

Speaker speaker_0: That's fine.

Speaker speaker_1: ... someone else-

Speaker speaker_0: You can transfer her over.

Speaker speaker_1: ... but moving forward. All right. Thank you. Hold on one moment.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: Yeah. Hey.

Speaker speaker_1: Hello, Crystal?

Speaker speaker_2: Hi.

Speaker speaker_1: Thank you so much for holding. I have Benefits in a Card on the line and they'll be assisting you further, okay?

Speaker speaker_2: Thank you so much.

Speaker speaker_1: You're welcome.

Speaker speaker_0: How you doing today, ma'am?

Speaker speaker_2: Hi. How are you?

Speaker speaker_0: I'm doing good. How about you?

Speaker speaker_2: Well, my tooth is hurting but other than that it's okay.

Speaker speaker_0: Well, how can I help you today?

Speaker speaker_2: So, um, did she, um, tell you, um, my concerns or...?

Speaker speaker_0: She's... From what she told me, she said you wanted to upgrade your dental plan. Is that correct?

Speaker speaker_2: Yes. Yeah.

Speaker speaker_0: All right, so unfortunately, they only offer that one dental plan.

Speaker speaker_2: Uh...

Speaker speaker_0: There wouldn't be anything to upgrade to.

Speaker speaker_2: Okay. So, what else would they, like, cover, like underlying of the root canal? Because I need a root canal but it's like \$2,000 and, you know, they don't, y'all don't pay nothing on that. So, like, what... You get what I'm saying? Is there any other, other lines like maybe the cap or something that they could pay on?

Speaker speaker_0: So, unfortunately, APL will be the ones you just ask that question to answer that question because we're- we're not a carrier. We're just a plan administrator. All we do is get you enrolled or unenrolled from the coverage. Hello?

Speaker speaker_2: No, thank you so much. Hello?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_2: Hello? Can you hear me?

Speaker speaker_0: Yes, ma'am. Can you hear me?

Speaker speaker_2: Hello?

Speaker speaker_0: Yes, ma'am. Can you hear me?

Speaker speaker_2: Yes. I'm sorry. Yes. Uh, well, I guess that covers it then. Thank you.

Speaker speaker_0: No problem. Was there anything else I could help you with today?

Speaker speaker_2: No, that's it.

Speaker speaker_0: Well, thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_2: All right. Bye-bye.