

Transcript: Malcolm

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Full Transcript

Electronic Music. This is Malcolm, how can I help you? Hi, my name is Elena Martinez. I'm calling because, uh, I need to get my member ID and group number and insurance name 'cause, um, I have yet to receive my insurance card. I did receive the dental, but it had my maiden name and I updated it already. What staffing company do you work for? Um, Priority Personnel. Priority Personnel. Mm-hmm. Let me search it. All right, what's the last four of your social? 0044. First name? Elena, E-L-E-N-A. Last name? Martinez, M-A-R-T-I-N-E-Z. Okay. For security purposes, can you verify your address and date of birth for me? Okay. So address, I, I just updated it, um, not too long ago. It's 1637 Post Road, San Marcos, Texas 78666. The apartment number is gonna be J106. And your date of birth? 5-6-1988. You still got your phone number 512-210-2040? Yes. And your email is elena.margarez88@yahoo.com? Correct. Yeah. So it looks like an email was sent on the 3rd for the carriers to update your maiden name. That should've been taken care of already so you need a new ID card sent, is that what you're requesting? Yeah. So do you mind if I put you on a brief hold while I get those for you? Okay. So it should say Martinez on it now, correct? Not a different name? Yes. Correct. Okay. All right, I'm gonna put you on a brief hold while I get those. Hey, are you there, Ms. Elena? Mm-hmm. All right. So I just sent those ID cards to your email. Okay. And since I have you on the phone, 'cause I'm, I'm looking up on-online. Um, did I not get the health insurance? 'Cause I'm seeing group accident, group hospital, and then group voluntary dental. So I see group accident, dental, vision, VIP standard, and the behavior health on my end. Oh, okay. 'Cause it's not really showing the rest of it on here. Um, and I don't even see the... It just shows a sample of the ID card. I was wondering if I can get, like, the member ID, 'cause I just need to see if my doctor's in-network. Yeah. I just sent your ID cards to your email. There should be PDF files with the actual cards. Okay. Let me check my email before I get off the phone with you. Let's see. Sometimes it does go to your spam folder as well. Mm-hmm. Okay, I see it. All right. Well, is there anything else I can help you with today, Ms. Martinez? No, that's it. Thank you. No problem. If there's nothing else, next time I'm gonna place in a card. I hope you have a great rest of your week. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Electronic Music. This is Malcolm, how can I help you?

Speaker speaker_1: Hi, my name is Elena Martinez. I'm calling because, uh, I need to get my member ID and group number and insurance name 'cause, um, I have yet to receive my

insurance card. I did receive the dental, but it had my maiden name and I updated it already.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Um, Priority Personnel.

Speaker speaker_0: Priority Personnel.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Let me search it. All right, what's the last four of your social?

Speaker speaker_1: 0044.

Speaker speaker_0: First name?

Speaker speaker_1: Elena, E-L-E-N-A.

Speaker speaker_0: Last name?

Speaker speaker_1: Martinez, M-A-R-T-I-N-E-Z.

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

Speaker speaker_1: Okay. So address, I, I just updated it, um, not too long ago. It's 1637 Post Road, San Marcos, Texas 78666. The apartment number is gonna be J106.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 5-6-1988.

Speaker speaker_0: You still got your phone number 512-210-2040?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is elena.margarez88@yahoo.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Yeah. So it looks like an email was sent on the 3rd for the carriers to update your maiden name. That should've been taken care of already so you need a new ID card sent, is that what you're requesting?

Speaker speaker_1: Yeah.

Speaker speaker_0: So do you mind if I put you on a brief hold while I get those for you?

Speaker speaker_1: Okay.

Speaker speaker_0: So it should say Martinez on it now, correct? Not a different name?

Speaker speaker_1: Yes. Correct.

Speaker speaker_0: Okay. All right, I'm gonna put you on a brief hold while I get those. Hey, are you there, Ms. Elena?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right. So I just sent those ID cards to your email.

Speaker speaker_1: Okay. And since I have you on the phone, 'cause I'm, I'm looking up on-online. Um, did I not get the health insurance? 'Cause I'm seeing group accident, group hospital, and then group voluntary dental.

Speaker speaker_0: So I see group accident, dental, vision, VIP standard, and the behavior health on my end.

Speaker speaker_1: Oh, okay. 'Cause it's not really showing the rest of it on here. Um, and I don't even see the... It just shows a sample of the ID card. I was wondering if I can get, like, the member ID, 'cause I just need to see if my doctor's in-network.

Speaker speaker_0: Yeah. I just sent your ID cards to your email. There should be PDF files with the actual cards.

Speaker speaker_1: Okay. Let me check my email before I get off the phone with you. Let's see.

Speaker speaker_0: Sometimes it does go to your spam folder as well.

Speaker speaker_1: Mm-hmm. Okay, I see it.

Speaker speaker_0: All right. Well, is there anything else I can help you with today, Ms. Martinez?

Speaker speaker_1: No, that's it. Thank you.

Speaker speaker_0: No problem. If there's nothing else, next time I'm gonna place in a card. I hope you have a great rest of your week.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_0: Bye.