

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Hello? Hello, there, welcome to BP healthcare. Hello, I'm calling because I have a BP card. This is Malcolm in Philadelphia. Hi, how you doing? I'm doing good, how about you? I'm all right. Um, I was calling because I don't... I was trying to see, uh, was I in an insurance program with Big Life? What staffing company do you work for? Big Life 2/3. What's the last four of your social? 2048. First name? Courtney. Is that with a K? Yes. Last name? Brisker. B-R-I-S-K-E-R. Okay. For security purposes, can you verify your address and date of birth for me? 426 Brookview Drive, Montgomery, Alabama 36110. And my, um, birthday is 6-6-1996. Thank you. Excuse me, you got your phone number at 801-7525? Uh, no, 221-2496. And the email is yolandamclean888@gmail.com? Yes. You... So it looks like you got auto-enrolled into an MEC plan, looks like it's already been sent in to be processed. Okay, so I'm, I'm en- enrolled in it? Yes, ma'am. Do you want me to cancel it? No, no, don't cancel. Okay. Yeah, they got, they got you enrolled into it. Okay, so how would I, um... Okay. Because I'm his, I'm, I'm his girlfriend. He's in the hospital. So I was trying to see, how do I, do I have to have his insurance card, or how do I go about getting his insurance card? So this is not you? Huh? So this is not you? No. All right, ma'am- I'm just trying to, I'm just trying to make sure that he's getting his benefits. ... I'm not, I'm not allowed to go over this information. I'm not allowed to go over this information unless you're, you're still a member. Huh? I said I wasn't allowed to go, I'm not allowed to go over this information unless it's a member. Oh, I don't... It's, like, I'm not trying to get no information. . I'm just saying, like, um, oh, 'cause, 'cause his mom wanted to know, how does she go about getting his insurance? So, uh, well, she's trying to let the hospital know that he has insurance with his job. And she's trying to see how do, how does she do that? You mind if I put you on a brief hold? Uh, uh-huh. Go ahead. Thank you. Are you there, ma'am? Yes, I'm here. Right, so, un- unfortunately, I'm going to need him to call in, in order to get more information. You say you would need the what? We would need him to call in, in order to get, to give you that information. Okay. Okay? Thank you. No problem.

Conversation Format

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

Speaker speaker_1: Hello? Hello?

Speaker speaker_2: Hello, there, welcome to BP healthcare.

Speaker speaker_1: Hello, I'm calling because I have a BP card. This is Malcolm in Philadelphia.

Speaker speaker_2: Hi, how you doing?

Speaker speaker_1: I'm doing good, how about you?

Speaker speaker_2: I'm all right. Um, I was calling because I don't... I was trying to see, uh, was I in an insurance program with Big Life?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Big Life 2/3.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: 2048.

Speaker speaker_1: First name?

Speaker speaker_2: Courtney.

Speaker speaker_1: Is that with a K?

Speaker speaker_2: Yes.

Speaker speaker_1: Last name?

Speaker speaker_2: Brisker. B-R-I-S-K-E-R.

Speaker speaker_1: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 426 Brookview Drive, Montgomery, Alabama 36110. And my, um, birthday is 6-6-1996.

Speaker speaker_1: Thank you. Excuse me, you got your phone number at 801-7525?

Speaker speaker_2: Uh, no, 221-2496.

Speaker speaker_1: And the email is yolandamclean888@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: You... So it looks like you got auto-enrolled into an MEC plan, looks like it's already been sent in to be processed.

Speaker speaker_2: Okay, so I'm, I'm en- enrolled in it?

Speaker speaker_1: Yes, ma'am. Do you want me to cancel it?

Speaker speaker_2: No, no, don't cancel.

Speaker speaker_1: Okay. Yeah, they got, they got you enrolled into it.

Speaker speaker_2: Okay, so how would I, um... Okay. Because I'm his, I'm, I'm his girlfriend. He's in the hospital. So I was trying to see, how do I, do I have to have his insurance card, or how do I go about getting his insurance card?

Speaker speaker_1: So this is not you?

Speaker speaker_2: Huh?

Speaker speaker_1: So this is not you?

Speaker speaker_2: No.

Speaker speaker_1: All right, ma'am-

Speaker speaker_2: I'm just trying to, I'm just trying to make sure that he's getting his benefits.

Speaker speaker_1: ... I'm not, I'm not allowed to go over this information. I'm not allowed to go over this information unless you're, you're still a member.

Speaker speaker_2: Huh?

Speaker speaker_1: I said I wasn't allowed to go, I'm not allowed to go over this information unless it's a member.

Speaker speaker_2: Oh, I don't... It's, like, I'm not trying to get no information.

Speaker speaker_1: .

Speaker speaker_2: I'm just saying, like, um, oh, 'cause, 'cause his mom wanted to know, how does she go about getting his insurance? So, uh, well, she's trying to let the hospital know that he has insurance with his job. And she's trying to see how do, how does she do that?

Speaker speaker_1: You mind if I put you on a brief hold?

Speaker speaker_2: Uh, uh-huh. Go ahead.

Speaker speaker_1: Thank you. Are you there, ma'am?

Speaker speaker_2: Yes, I'm here.

Speaker speaker_1: Right, so, un- unfortunately, I'm going to need him to call in, in order to get more information.

Speaker speaker_2: You say you would need the what?

Speaker speaker_1: We would need him to call in, in order to get, to give you that information.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay?

Speaker speaker_2: Thank you.

Speaker speaker_1: No problem.