

## Transcript: Malcolm

Nash-6668978468732928-5314938556170240

### Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hey, Malcolm. This is Davey Aaron, man. I need to ask a question. Um, my insurance did not... Is my insurance active today? What staffing company do you work for? Uh, Wagner. What's the last four of your social? 2453. Give me one moment. Say that one more time. 2453. First name? Davey. Last name? Aaron. For security purposes, can you verify your address and date of birth for me? Yeah. They... Uh, 531 Mountain Creek Church Road Northwest, Lot 285, Montrose, Georgia. Uh, 62178. Thank you. So we got your phone number 404-268-4989? Yes, sir. And I got email that it's going to be me, aaron41@gmail.com? Yeah, aaron41, I think, yes, sir. Yeah. All right. Let's see. It looks like you called on the 31st to add the VIP Pro. Yeah. Let's see. It looks like the change has been sent in to be processed but it doesn't look like it's been added yet. Are you serious? Hell, it's been a week, almost two weeks now, almost. The hell is going on? Yeah, that's- I called- So the change of coverage process does take one to two weeks, sir. Oh, the way they saying is, it takes a week. It takes on the disk check. It's supposed to been took out on this check. Oh, man, that's crazy. Yeah, sir. It looks like you're still waiting for that deduction to happen for the VIP Pro. All right, dog. Well, was there anything else I can help you with today, Mr. Aaron? No, man. Dang bro, so it should be taken out by next week, shouldn't it? It's, it's slowly based off when Wagner makes those deductions happen but it does take one to two weeks typically. So I would reach... Yeah, I would just- Hey yo, I was just- I would reach out to... I would reach out to Wagner and see all right, where y'all with that process? Yeah, who owns it? Yeah. When I called, they said, "Oh," and said, "Take off." 'Cause I called, uh, about a couple days before I got paid and they said, um, it was supposed to be the first check. So I thought it was going to be on this. So I looked at my paycheck so it says medical was \$37 and dental and eye vision and everything else. That's where I was thinking went out or it took out. All right, let me call them back. You said that if he... Wait, give me... Wait, wait, wait. Give me one moment. You said, you said how much on it? Medical was \$37 and dental and everything else took out. I thought that took out as well. Okay. So maybe it just hadn't reflected in our system yet then 'cause the... Your medical is \$37 and, uh, 83 cents. Yeah, that's what I Yeah. ... would recommend. I'll call back around. I recommend calling back next week to see if it was reflected in our system. All right, that's cool. And if it is- I'll call back probably later on today. Right. So and if it... Once it does reflect, coverage doesn't become active until the following Monday. And then if you needed your ID cards typically, like, the digital versions wouldn't be available till around Thursday or Friday of the following week. And the physical ones, you have to call... You have to request it once the coverage is actually active. Yeah, so it ain't going to be no 40 Degree, uh, that cards I got now? So you, if you have... So the cards you have now should be the NEC standalone. That's for pre- that's for preventative care coverage. That's good for, like, wellness checks, physicals,

vaccinations, cancer screenings, Pap smears and mammograms for women, any preventive services. And then you should have your dental card and you should have your vision card. Yo. All right. So with your medical card- Huh? ... they don't, they don't automatically send a physical. You have to request it once your coverage becomes active. Otherwise, it's only sent via email. And that's why I'm saying if you needed a digital copy of your card, I would recommend calling Thursday or Friday of next week, 'cause that's typically when those digital versions become available. All right, then that's cool. That's cool. I just gotta reach out. All right, guys. I'll, um, yeah, I'll do that. I'll just get... I'll just call Thursday or Friday next week. But all right, thanks my bro. I appreciate it lots, man. No problem, Mr. Aaron. Was there anything else that I can help you with today? Uh, no, sir. You have a good day and weekend, man. You too, man. Thank you. Okay.

## Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Hey, Malcolm. This is Davey Aaron, man. I need to ask a question. Um, my insurance did not... Is my insurance active today?

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: Uh, Wagner.

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: 2453.

Speaker speaker\_0: Give me one moment. Say that one more time.

Speaker speaker\_1: 2453.

Speaker speaker\_0: First name?

Speaker speaker\_1: Davey.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Aaron.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Yeah. They... Uh, 531 Mountain Creek Church Road Northwest, Lot 285, Montrose, Georgia. Uh, 62178.

Speaker speaker\_0: Thank you. So we got your phone number 404-268-4989?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And I got email that it's going to be me, aaron41@gmail.com?

Speaker speaker\_1: Yeah, aaron41, I think, yes, sir.

Speaker speaker\_0: Yeah. All right. Let's see. It looks like you called on the 31st to add the VIP Pro.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Let's see. It looks like the change has been sent in to be processed but it doesn't look like it's been added yet.

Speaker speaker\_1: Are you serious? Hell, it's been a week, almost two weeks now, almost. The hell is going on?

Speaker speaker\_0: Yeah, that's-

Speaker speaker\_1: I called-

Speaker speaker\_0: So the change of coverage process does take one to two weeks, sir.

Speaker speaker\_1: Oh, the way they saying is, it takes a week. It takes on the disk check. It's supposed to been took out on this check. Oh, man, that's crazy.

Speaker speaker\_0: Yeah, sir. It looks like you're still waiting for that deduction to happen for the VIP Pro.

Speaker speaker\_1: All right, dog.

Speaker speaker\_0: Well, was there anything else I can help you with today, Mr. Aaron?

Speaker speaker\_1: No, man. Dang bro, so it should be taken out by next week, shouldn't it?

Speaker speaker\_0: It's, it's slowly based off when Wagner makes those deductions happen but it does take one to two weeks typically. So I would reach... Yeah, I would just-

Speaker speaker\_1: Hey yo, I was just-

Speaker speaker\_0: I would reach out to... I would reach out to Wagner and see all right, where y'all with that process?

Speaker speaker\_1: Yeah, who owns it? Yeah. When I called, they said, "Oh," and said, "Take off." 'Cause I called, uh, about a couple days before I got paid and they said, um, it was supposed to be the first check. So I thought it was going to be on this. So I looked at my paycheck so it says medical was \$37 and dental and eye vision and everything else. That's where I was thinking went out or it took out. All right, let me call them back.

Speaker speaker\_0: You said that if he... Wait, give me... Wait, wait, wait. Give me one moment. You said, you said how much on it?

Speaker speaker\_1: Medical was \$37 and dental and everything else took out. I thought that took out as well.

Speaker speaker\_0: Okay. So maybe it just hadn't reflected in our system yet then 'cause the... Your medical is \$37 and, uh, 83 cents.

Speaker speaker\_1: Yeah, that's what I

Speaker speaker\_2: Yeah.

Speaker speaker\_0: ... would recommend. I'll call back around. I recommend calling back next week to see if it was reflected in our system.

Speaker speaker\_1: All right, that's cool.

Speaker speaker\_0: And if it is-

Speaker speaker\_1: I'll call back probably later on today.

Speaker speaker\_0: Right. So and if it... Once it does reflect, coverage doesn't become active until the following Monday. And then if you needed your ID cards typically, like, the digital versions wouldn't be available till around Thursday or Friday of the following week. And the physical ones, you have to call... You have to request it once the coverage is actually active.

Speaker speaker\_1: Yeah, so it ain't going to be no 40 Degree, uh, that cards I got now?

Speaker speaker\_0: So you, if you have... So the cards you have now should be the NEC standalone. That's for pre- that's for preventative care coverage. That's good for, like, wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventive services. And then you should have your dental card and you should have your vision card.

Speaker speaker\_1: Yo.

Speaker speaker\_0: All right. So with your medical card-

Speaker speaker\_1: Huh?

Speaker speaker\_0: ... they don't, they don't automatically send a physical. You have to request it once your coverage becomes active. Otherwise, it's only sent via email. And that's why I'm saying if you needed a digital copy of your card, I would recommend calling Thursday or Friday of next week, 'cause that's typically when those digital versions become available.

Speaker speaker\_1: All right, then that's cool. That's cool. I just gotta reach out. All right, guys. I'll, um, yeah, I'll do that. I'll just get... I'll just call Thursday or Friday next week. But all right, thanks my bro. I appreciate it lots, man.

Speaker speaker\_0: No problem, Mr. Aaron. Was there anything else that I can help you with today?

Speaker speaker\_1: Uh, no, sir. You have a good day and weekend, man.

Speaker speaker\_0: You too, man. Thank you.

Speaker speaker\_1: Okay.