

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Justin, I got a question, man. I went on y'all's site because I think you sent me an email. You sent me an email to go on y'all's site to look up doctors. I didn't see nothing that shows that on y'all's site. Uh, on the website? Or did you... were you given- Yeah. ... telephone numbers? Um, they sent me an email and the link to y'all's, y'all's site, website. Mm-hmm. I didn't see how to get on to look at doctors, man. I didn't... I didn't understand. Yeah. Let me- I'm trying to get- ... check on that for you. Let's just- So, I'm trying to get- ... find out what agency you work for. Hold on, sir. Wagner. And what are you trying to do? I'm sorry to keep cutting you off. No, you good, man. Hey, um, 'cause before y'all sent me an email with my dentist and I was gonna see if y'all could send me an email with local doctors, like hand specialists, that takes this insurance because most places I done called don't even take this insurance. American Plus Life? Okay. Um, yeah. Let me try pulling your files. So, Wagner Services, what's the last four of your Social? 2452. Uh, address is 531 Mountain Creek Church Road, Lot 28, Montville, Georgia 30605. And confirm your date of birth. 6/21/78. And a good telephone number has 404-268-4989. Yes. And the email address is lenoisaaaron41 at gmail? Yes. Okay. Now, did you reach out to MultiPlan or did you... Who, who'd you reach out to, if you don't mind me asking? Um, both y'all actually. Um, I reached out to y'all and, um, this the only number I got. I have reached out to the other, y'all transferred me to the other ones, but it's just like talking to a voicemail basically. I didn't get no... Okay. Um, so let's see here. I never got no worries. 800- Okay. Um, are... Now, are you near, like, a computer or, like, your phone? You can go on the website because I can walk you through to find those, um- I- ... providers if need be. I'm on, uh, I'm dr- actually driving right now. I'm going to work right now. Okay. No worries. Um, so my best bet right now is to either provide you with MultiPlan's telephone number or, um, or to walk you through the website, which... But you said you're driving, um, so we really can't walk you through the website right now. Um, I mean, what I can do, I mean, I can email that Mult- MultiPlan number to you, um, or just provide it- Yeah, please. ... over the phone, whatever would be easier. Yeah. Can I inform the police, your mom? Yeah. Um, so that's 800-457-1403. All right. Could you text it to me because I'm going out of Ohio? Out of Ohio? No worries. Yeah. I can email it to you. Um, email that you should look out for will be coming from info@benefitsandacard.com, okay? All right. Thanks, bro. You're welcome. Is there anything else I can assist you with today? No, that's it, man. Appreciate you. You're welcome. You have a great day, okay? Okay. Bye bye. All right. Bye bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Justin, I got a question, man. I went on y'all's site because I think you sent me an email. You sent me an email to go on y'all's site to look up doctors. I didn't see nothing that shows that on y'all's site.

Speaker speaker_0: Uh, on the website? Or did you... were you given-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... telephone numbers?

Speaker speaker_1: Um, they sent me an email and the link to y'all's, y'all's site, website.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I didn't see how to get on to look at doctors, man. I didn't... I didn't understand.

Speaker speaker_0: Yeah. Let me-

Speaker speaker_1: I'm trying to get-

Speaker speaker_0: ... check on that for you. Let's just-

Speaker speaker_1: So, I'm trying to get-

Speaker speaker_0: ... find out what agency you work for.

Speaker speaker_1: Hold on, sir. Wagner.

Speaker speaker_0: And what are you trying to do? I'm sorry to keep cutting you off.

Speaker speaker_1: No, you good, man. Hey, um, 'cause before y'all sent me an email with my dentist and I was gonna see if y'all could send me an email with local doctors, like hand specialists, that takes this insurance because most places I done called don't even take this insurance. American Plus Life?

Speaker speaker_0: Okay. Um, yeah. Let me try pulling your files. So, Wagner Services, what's the last four of your Social?

Speaker speaker_1: 2452. Uh, address is 531 Mountain Creek Church Road, Lot 28, Montville, Georgia 30605.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 6/21/78.

Speaker speaker_0: And a good telephone number has 404-268-4989.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email address is lenoisaaaron41 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Now, did you reach out to MultiPlan or did you... Who, who'd you reach out to, if you don't mind me asking?

Speaker speaker_1: Um, both y'all actually. Um, I reached out to y'all and, um, this the only number I got. I have reached out to the other, y'all transferred me to the other ones, but it's just like talking to a voicemail basically. I didn't get no...

Speaker speaker_0: Okay. Um, so let's see here.

Speaker speaker_1: I never got no worries. 800-

Speaker speaker_0: Okay. Um, are... Now, are you near, like, a computer or, like, your phone? You can go on the website because I can walk you through to find those, um-

Speaker speaker_1: I-

Speaker speaker_0: ... providers if need be.

Speaker speaker_1: I'm on, uh, I'm dr- actually driving right now. I'm going to work right now.

Speaker speaker_0: Okay. No worries. Um, so my best bet right now is to either provide you with MultiPlan's telephone number or, um, or to walk you through the website, which... But you said you're driving, um, so we really can't walk you through the website right now. Um, I mean, what I can do, I mean, I can email that Mult- MultiPlan number to you, um, or just provide it-

Speaker speaker_1: Yeah, please.

Speaker speaker_0: ... over the phone, whatever would be easier.

Speaker speaker_1: Yeah. Can I inform the police, your mom?

Speaker speaker_0: Yeah. Um, so that's 800-457-1403.

Speaker speaker_1: All right. Could you text it to me because I'm going out of Ohio? Out of Ohio?

Speaker speaker_0: No worries. Yeah. I can email it to you. Um, email that you should look out for will be coming from info@benefitsandacard.com, okay?

Speaker speaker_1: All right. Thanks, bro.

Speaker speaker_0: You're welcome. Is there anything else I can assist you with today?

Speaker speaker_1: No, that's it, man. Appreciate you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: Okay. Bye bye.

Speaker speaker_0: All right. Bye bye.