

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hello. I'm calling about, uh, my insurance with, uh, 90 De- Degrees Benefits. How- how can I help you, sir? Yeah, I'm calling about my insurance and see if it covers with, uh, Grace Gilbert Clinic in Bowling Green, Kentucky. You calling to see if they take your insurance? Yeah, I'm calling to see if y'all will... if y'all cover for that, uh, clinic, 'cause I already called them and they said that they don't know, um, you know, they don't know if y'all are compatible with them, so they told me to call you guys. So you'll want to go to multiplan.com. That website will tell you what doctor and where to get your insurance. Sorry, I already went to MultiPlan. Sorry, I went to MultiPlan. MultiPlan does not cover them. So MultiPlan is the network. Have you went to the website? Yep, went to the website, and they, they don't cover, uh, Grace Gilbert Clinic. They don't cover them. Then they wouldn't be in the network, sir. Uh, we, we wouldn't be able to locate stores specifically for you because we're, we're located in South Carolina. I'm not sure where you're located, but we're... We wouldn't be able to- Okay, um, let me... Well, I'll give you the address. Huh? Say that again, sir. I said, I'll give you the, the address. The, um, the clinic's address that I'm talking about. So, so have you not typed that in on multiplan.com? Because we typically, that's... We typically recommend you guys to go to MultiPlan. We don't search up the location of the store for you. Okay, so, um, so this is, um, this is 90 Degree Benefits? 'Cause they told me... Okay. They told me- No, sir, we're- ... at the clinic, they told me to c- We're Benefits in a Card. We're a plan administrator for health insurance for staffing companies. I can give you 90 Degree Benefits card, I mean, phone number. Okay. I don't know why she directed me to you guys, 'cause, uh, yeah, 'cause I, I, I just called 90D-... I just called the number on my card pro- from, uh, 90 Degree Benefits, and some lady from there, uh, she said that was provider's, uh, number, and she said she was directing me to the member's number, and I don't understand why. I don't know on the line. What was the phone number that she called? Okay, the phone number I called was on my card, which is 800-833-4296. And what option did you hit? Um, the option I hit was, um, the one that said Eng- either for English or, or I used customer service, uh, option. I can't remember which one I used to be honest with you. So when, when you called that 1-800-833-4296, you went ahead and hit option one to speak with a representative. Okay. Okay. And I can also give you MultiPlan's phone number directly. You have that on your card as well. I, I got it. Go ahead. I already have it. Yeah, I have... I, I, I really appreciate your help, but, yeah, I'm just... It's kind of odd that, you know, whenever I call that number, she said that's... that was a provider, 'cause she was asking me if I was a provider or a member, and I'm like, "Well, I'm a member," you know? And she said, "Well, this, this is the provider's line." I'm like, "Okay, why in the world would I have a, you know, provider's number on my card?" It doesn't make any sense. You know what I mean? Yes, sir. I understand. And that, that number is on my card. Yes, so we

are... So we're Benefits in a Card. You would call us to get enrolled or- Okay. ... unenrolled or to request, like, an ID card or something like that. We wouldn't be able to help you find- Yeah, yeah, yeah, yeah. ... your area. Yeah. Yeah, I, yeah, I... I'm sorry. I just didn't mean to waste your time. Yeah, I have Benefits card. I already got the enrollment done, so I don't know why she's j- j- you know, directing me to you guys. I don't know why. Yes, sir. I understand. Well, was there anything else I can help you with today, sir? Well, no, n- no. No, I was hoping that y- I, I was hoping you were the right person apparently. I understand. Okay. That's not the purpose of this. Go ahead. Yeah, I'll let you go then. Yeah. All right. No, n- no. You're good. Have a great day, man. Yeah, I, I, I, I just have... Yeah, you too. Bye-bye. Thank you. Bye.

## Conversation Format

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

Speaker speaker\_1: Hello. I'm calling about, uh, my insurance with, uh, 90 De- Degrees Benefits.

Speaker speaker\_0: How- how can I help you, sir?

Speaker speaker\_1: Yeah, I'm calling about my insurance and see if it covers with, uh, Grace Gilbert Clinic in Bowling Green, Kentucky.

Speaker speaker\_0: You calling to see if they take your insurance?

Speaker speaker\_1: Yeah, I'm calling to see if y'all will... if y'all cover for that, uh, clinic, 'cause I already called them and they said that they don't know, um, you know, they don't know if y'all are compatible with them, so they told me to call you guys.

Speaker speaker\_0: So you'll want to go to multiplan.com. That website will tell you what doctor and where to get your insurance.

Speaker speaker\_1: Sorry, I already went to MultiPlan. Sorry, I went to MultiPlan. MultiPlan does not cover them.

Speaker speaker\_0: So MultiPlan is the network. Have you went to the website?

Speaker speaker\_1: Yep, went to the website, and they, they don't cover, uh, Grace Gilbert Clinic. They don't cover them.

Speaker speaker\_0: Then they wouldn't be in the network, sir. Uh, we, we wouldn't be able to locate stores specifically for you because we're, we're located in South Carolina. I'm not sure where you're located, but we're... We wouldn't be able to-

Speaker speaker\_1: Okay, um, let me... Well, I'll give you the address. Huh?

Speaker speaker\_0: Say that again, sir.

Speaker speaker\_1: I said, I'll give you the, the address. The, um, the clinic's address that I'm talking about.

Speaker speaker\_0: So, so have you not typed that in on multiplan.com? Because we typically, that's... We typically recommend you guys to go to MultiPlan. We don't search up the location of the store for you.

Speaker speaker\_1: Okay, so, um, so this is, um, this is 90 Degree Benefits? 'Cause they told me... Okay. They told me-

Speaker speaker\_0: No, sir, we're-

Speaker speaker\_1: ... at the clinic, they told me to c-

Speaker speaker\_0: We're Benefits in a Card. We're a plan administrator for health insurance for staffing companies. I can give you 90 Degree Benefits card, I mean, phone number.

Speaker speaker\_1: Okay. I don't know why she directed me to you guys, 'cause, uh, yeah, 'cause I, I, I just called 90D-... I just called the number on my card pro- from, uh, 90 Degree Benefits, and some lady from there, uh, she said that was provider's, uh, number, and she said she was directing me to the member's number, and I don't understand why. I don't know

Speaker speaker\_2: on the line.

Speaker speaker\_0: What was the phone number that she called?

Speaker speaker\_1: Okay, the phone number I called was on my card, which is 800-833-4296.

Speaker speaker\_0: And what option did you hit?

Speaker speaker\_1: Um, the option I hit was, um, the one that said Eng- either for English or, or I used customer service, uh, option. I can't remember which one I used to be honest with you.

Speaker speaker\_0: So when, when you called that 1-800-833-4296, you went ahead and hit option one to speak with a representative.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. And I can also give you MultiPlan's phone number directly. You have that on your card as well.

Speaker speaker\_1: I, I got it.

Speaker speaker\_3: Go ahead.

Speaker speaker\_1: I already have it. Yeah, I have... I, I, I really appreciate your help, but, yeah, I'm just... It's kind of odd that, you know, whenever I call that number, she said that's... that was a provider, 'cause she was asking me if I was a provider or a member, and I'm like, "Well, I'm a member," you know? And she said, "Well, this, this is the provider's line." I'm like, "Okay, why in the world would I have a, you know, provider's number on my card?" It doesn't

make any sense. You know what I mean?

Speaker speaker\_0: Yes, sir. I understand.

Speaker speaker\_1: And that, that number is on my card.

Speaker speaker\_0: Yes, so we are... So we're Benefits in a Card. You would call us to get enrolled or-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... unenrolled or to request, like, an ID card or something like that. We wouldn't be able to help you find-

Speaker speaker\_1: Yeah, yeah, yeah, yeah.

Speaker speaker\_0: ... your area.

Speaker speaker\_1: Yeah. Yeah, I, yeah, I... I'm sorry. I just didn't mean to waste your time. Yeah, I have Benefits card. I already got the enrollment done, so I don't know why she's j- j- you know, directing me to you guys. I don't know why.

Speaker speaker\_0: Yes, sir. I understand. Well, was there anything else I can help you with today, sir?

Speaker speaker\_1: Well, no, n- no. No, I was hoping that y- I, I was hoping you were the right person apparently.

Speaker speaker\_0: I understand.

Speaker speaker\_1: Okay.

Speaker speaker\_0: That's not the purpose of this. Go ahead.

Speaker speaker\_1: Yeah, I'll let you go then. Yeah.

Speaker speaker\_0: All right.

Speaker speaker\_1: No, n- no. You're good.

Speaker speaker\_0: Have a great day, man.

Speaker speaker\_1: Yeah, I, I, I, I just have... Yeah, you too. Bye-bye.

Speaker speaker\_0: Thank you. Bye.