

## **Transcript: Malcolm**

**Nash-5149865126182912-4566729984098304**

### **Full Transcript**

Thanks for calling authorities. This is Malcolm, how can I help you? Um, hi. My name is, um, Faith Lee, and I was wondering, I got this insurance through my, um, employer, and I was w-wondering what the, um, network was. Like, if my doctor was in, my primary doctor was in the network. So you would go to MultiPlan.com. That website will tell you what doctor in your area takes the insurance. Multi- Oh, okay. I see now. Okay, thank you. You just needed it for your medical, correct? Y- ye-, well, all, well, all of them 'cause I think I got vision and, um- Okay. So- ... dentistry. So for vision, for vis- oh, sorry. For vision you want to go to MetLife.com. Okay. Let me write, let me write this down. Hold on. Yes, ma'am. Just let me know whenever you're ready. So for the medical you said MultiPlan.com? Yes, ma'am. Mm-hmm. For the vision you said MetLife.com? Yes. And what about the dental? It'd be AM Public.com. AM... Yes, ma'am. A as in apple, M as in Mike Public. Public.com. All right. Thank you so much. No problem. If there's anything else feel free to give us a call back. We're open to 8:00 PM Eastern Time. Thank you. No problem. You have a great week. You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling authorities. This is Malcolm, how can I help you?

Speaker speaker\_1: Um, hi. My name is, um, Faith Lee, and I was wondering, I got this insurance through my, um, employer, and I was w-wondering what the, um, network was. Like, if my doctor was in, my primary doctor was in the network.

Speaker speaker\_0: So you would go to MultiPlan.com. That website will tell you what doctor in your area takes the insurance.

Speaker speaker\_1: Multi- Oh, okay. I see now. Okay, thank you.

Speaker speaker\_0: You just needed it for your medical, correct?

Speaker speaker\_1: Y- ye-, well, all, well, all of them 'cause I think I got vision and, um-

Speaker speaker\_0: Okay. So-

Speaker speaker\_1: ... dentistry.

Speaker speaker\_0: So for vision, for vis- oh, sorry. For vision you want to go to MetLife.com.

Speaker speaker\_1: Okay. Let me write, let me write this down. Hold on.

Speaker speaker\_0: Yes, ma'am. Just let me know whenever you're ready.

Speaker speaker\_1: So for the medical you said MultiPlan.com?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Mm-hmm. For the vision you said MetLife.com?

Speaker speaker\_0: Yes.

Speaker speaker\_1: And what about the dental?

Speaker speaker\_0: It'd be AM Public.com.

Speaker speaker\_1: AM...

Speaker speaker\_0: Yes, ma'am. A as in apple, M as in Mike Public.

Speaker speaker\_1: Public.com. All right. Thank you so much.

Speaker speaker\_0: No problem. If there's anything else feel free to give us a call back. We're open to 8:00 PM Eastern Time.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: No problem. You have a great week.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you.