

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in a Card, this is Malcolm. How can I help you? Hey, Malcolm. Uh, I'm just trying to make sure that, uh, my policy is in effect now. Which staffing company do you work for? Third Staffing. Slash four-year social? Nine, nine, two, zero. First name? James. Last name? Betterit. Say that again. Betterit. And for security purposes, can you verify your address and date of birth for me? Address is 423 Nicholas Ridge Drive, Elizabethtown, Kentucky, 42701. Birthday is May 19, 1958. Thank you. So we got your phone number, 270-872-9528. Correct. And the email is jdpb2n@gmail.com? Correct. All right. Looks like your coverage just became active as of today. Okay. That's good. Um- Yes, sir. So your ID... Your ID card should take one to two weeks from today to get to you. If you need a digital copy, I recommend calling around Thursday or Friday. That's typically when they become available. Okay. All right. Was there anything else you needed today, Mr. James? Yes. Uh, as far as finding, uh, a physician in the plan or whatever, uh- So you would go- I would like to know that. ... you would go to multiplan.com to find doctors in your area to take your insurance. Okay. Uh, is there some information that I would need to put in multiplan.com? No, sir. So once you go to the website, you hit on Find Provider, and then it will... you click the first option where it says Hospital Indemnity Plan. Uh-huh. And then you'd be able to find the doctors in your area, 'cause all your plans are hop- your medical plans are hospital indemnity plan. Uh, so no... No, uh, primary care physicians or anything? So I can send you the benefits guide to know, so you can see exactly what is covered under your plan. Okay. So what... What I'm asking you, yeah, I can... I'll look at that. I think I have the benefits guide, so maybe I didn't quite understand what I'm signing up for. So will I be able to see a primary physician? Uh, you know, a primary care provider? You mean like a r-... Just like a routine doc? I wouldn't be able to tell you specifically who would be able to accept you, 'cause you gotta go to multiplan.com. Uh-huh. That website will tell you what doctors in the area take your insurance. Okay. I'm also... We're also not the carrier, so I wouldn't be able to tell you specifically who would be able to accept it, because we're just- Okay. American Public Life is your carrier. Would you like their phone number? Uh, sure. Let me get to a place where I can write that down. Or can you... American Public Life? Yeah. They're on that... They, they... Do they have a number on the, uh... Let me see. On the Benefits in a Card's pa- page? I've seen American Public Life. Let me see. APL. Okay. Benefits provided by APL, American Public Life. Uh, do they have... Let me see. Yeah, I see their number. 800-256-8606. Yes, sir. You want to hit option four to speak with a representative. Okay. Thank you so much. No problem, Mr. James. Was there anything else I could help you with today? No, sir. Thank you a lot. Thanks for calling Benefits in a Card. I hope you have a great rest of your day. You too. Bye-bye. Bye.

## Conversation Format

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

Speaker speaker\_1: Hey, Malcolm. Uh, I'm just trying to make sure that, uh, my policy is in effect now.

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

Speaker speaker\_1: Third Staffing.

Speaker speaker\_0: Slash four-year social?

Speaker speaker\_1: Nine, nine, two, zero.

Speaker speaker\_0: First name?

Speaker speaker\_1: James.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Betterit.

Speaker speaker\_0: Say that again.

Speaker speaker\_1: Betterit.

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

Speaker speaker\_1: Address is 423 Nicholas Ridge Drive, Elizabethtown, Kentucky, 42701. Birthday is May 19, 1958.

Speaker speaker\_0: Thank you. So we got your phone number, 270-872-9528.

Speaker speaker\_1: Correct.

Speaker speaker\_0: And the email is jdpb2n@gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: All right. Looks like your coverage just became active as of today.

Speaker speaker\_1: Okay. That's good. Um-

Speaker speaker\_0: Yes, sir. So your ID... Your ID card should take one to two weeks from today to get to you. If you need a digital copy, I recommend calling around Thursday or Friday. That's typically when they become available.

Speaker speaker\_1: Okay. All right.

Speaker speaker\_0: Was there anything else you needed today, Mr. James?

Speaker speaker\_1: Yes. Uh, as far as finding, uh, a physician in the plan or whatever, uh-

Speaker speaker\_0: So you would go-

Speaker speaker\_1: I would like to know that.

Speaker speaker\_0: ... you would go to multiplan.com to find doctors in your area to take your insurance.

Speaker speaker\_1: Okay. Uh, is there some information that I would need to put in multiplan.com?

Speaker speaker\_0: No, sir. So once you go to the website, you hit on Find Provider, and then it will... you click the first option where it says Hospital Indemnity Plan.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: And then you'd be able to find the doctors in your area, 'cause all your plans are hop- your medical plans are hospital indemnity plan.

Speaker speaker\_1: Uh, so no... No, uh, primary care physicians or anything?

Speaker speaker\_0: So I can send you the benefits guide to know, so you can see exactly what is covered under your plan.

Speaker speaker\_1: Okay. So what... What I'm asking you, yeah, I can... I'll look at that. I think I have the benefits guide, so maybe I didn't quite understand what I'm signing up for. So will I be able to see a primary physician? Uh, you know, a primary care provider?

Speaker speaker\_0: You mean like a r-... Just like a routine doc? I wouldn't be able to tell you specifically who would be able to accept you, 'cause you gotta go to multiplan.com.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: That website will tell you what doctors in the area take your insurance.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I'm also... We're also not the carrier, so I wouldn't be able to tell you specifically who would be able to accept it, because we're just-

Speaker speaker\_1: Okay.

Speaker speaker\_0: American Public Life is your carrier. Would you like their phone number?

Speaker speaker\_1: Uh, sure. Let me get to a place where I can write that down. Or can you... American Public Life?

Speaker speaker\_0: Yeah.

Speaker speaker\_1: They're on that... They, they... Do they have a number on the, uh... Let me see. On the Benefits in a Card's pa- page? I've seen American Public Life. Let me see. APL. Okay. Benefits provided by APL, American Public Life. Uh, do they have... Let me see. Yeah, I see their number. 800-256-8606.

Speaker speaker\_0: Yes, sir. You want to hit option four to speak with a representative.

Speaker speaker\_1: Okay. Thank you so much.

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

Speaker speaker\_1: No, sir. Thank you a lot.

Speaker speaker\_0: Thanks for calling Benefits in a Card. I hope you have a great rest of your day.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: Bye.