Transcript: Malcolm Nash-5474278657441792-5096703821037568

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Yeah, I'm trying to find out where to go at, for, um, emergency care or urgent care. So you would go to multiplan.com. That website will tell you what doctors are in the area with... If I give you this employee ID number and stuff, can you tell me if this card's ac- actually active or not? So are you the member? Or are you calling for somebody else? It's for my grandson. So if you're not on- I've got a picture of his card and stuff. If you're not on his coverage, I wouldn't be able to access his account, unfortunately. Um, could you tell me whether or not his number is in there or not? Look, he had CareSource and he started a job at Rocky Boots. Well, he went to get urgent care... went to urgent care because he's sick, but they won't take this card, which is this... It's a Surge member. He runs through Surge. It's a temp service, I think. Mm-hmm. But they're saying his CareSource is no longer in the system. So how would we go about finding out whether or not it's active? You would have to call in, ma'am. I wouldn't be able to access it with you over the phone.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_1: Yeah, I'm trying to find out where to go at, for, um, emergency care or urgent care.

Speaker speaker_2: So you would go to multiplan.com. That website will tell you what doctors are in the area with...

Speaker speaker_1: If I give you this employee ID number and stuff, can you tell me if this card's ac- actually active or not?

Speaker speaker_2: So are you the member? Or are you calling for somebody else?

Speaker speaker_1: It's for my grandson.

Speaker speaker_2: So if you're not on-

Speaker speaker_1: I've got a picture of his card and stuff.

Speaker speaker_2: If you're not on his coverage, I wouldn't be able to access his account, unfortunately.

Speaker speaker_1: Um, could you tell me whether or not his number is in there or not? Look, he had CareSource and he started a job at Rocky Boots. Well, he went to get urgent care... went to urgent care because he's sick, but they won't take this card, which is this... It's a Surge member. He runs through Surge. It's a temp service, I think.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: But they're saying his CareSource is no longer in the system. So how would we go about finding out whether or not it's active?

Speaker speaker_2: You would have to call in, ma'am. I wouldn't be able to access it with you over the phone.