

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcom. How can I help you? Yeah, I'm not sure the directions are the right numbers. Basically, my insurance just kicked in with this and I was trying to locate a... You know, set me up a doctor's appointment checkup. So you're trying to find a doctor in the area that takes your insurance? Yes, sir. So you, you'll want to go to multiplan.com. That, uh, would, that would tell you what doctors in the area take the insurance. That's how I'd be able to set up an appointment, doctor appointment? Now that... So y- I'm not sure how to set up an appointment 'cause we're not the carrier. We're just a plan administrator for health insurance for Staffing Company. I know that multiplan.com is where you could find doctors in your area- Okay, I got you. ... that take your insurance. All right. Cool. Thanks, bro. No problem.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcom. How can I help you?

Speaker speaker_2: Yeah, I'm not sure the directions are the right numbers. Basically, my insurance just kicked in with this and I was trying to locate a... You know, set me up a doctor's appointment checkup.

Speaker speaker_1: So you're trying to find a doctor in the area that takes your insurance?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: So you, you'll want to go to multiplan.com. That, uh, would, that would tell you what doctors in the area take the insurance.

Speaker speaker_2: That's how I'd be able to set up an appointment, doctor appointment?

Speaker speaker_1: Now that... So y- I'm not sure how to set up an appointment 'cause we're not the carrier. We're just a plan administrator for health insurance for Staffing Company. I know that multiplan.com is where you could find doctors in your area-

Speaker speaker_2: Okay, I got you.

Speaker speaker_1: ... that take your insurance.

Speaker speaker_2: All right. Cool. Thanks, bro.

Speaker speaker_1: No problem.