

Transcript: Malcolm

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Full Transcript

Benefits in a Card, this is Malcolm, how can I help you? Good morning, Malcolm. How are you doing today? I'm doing good, man. How about you? Um... In a lot of pain. Um... I'm a new member to, uh... this APL, right? Benefits in a Card. Um... And I came here to the doctor that I had been going to. But now, I have this new insurance and they do not accept this insurance. So, I am looking to find a primary doctor near me that I can see as soon as possible, today. So, what you want to do, you want to go to multiplan.com. That website will tell you what doctors in the area take your insurance. Um... Okay, you don't have a list right there, right? No, sir, because we're not... We're probably not in the same state as you. We're, we're located in South Carolina. I understand. Hold on, let me write down that... that web address. Okay, what is that again please? Multiplan.com. That's M as in mike, U as in umbrella, L as in lima, T as in tango, I as in igloo, plan. Multiplan.com. Yes, sir. And then, I can look through there and find one? Yes, sir. Okay. Thank you very much. Have a good day. You too, sir. Thank you. Thanks, bye.

Conversation Format

Speaker speaker_0: Benefits in a Card, this is Malcolm, how can I help you?

Speaker speaker_1: Good morning, Malcolm. How are you doing today?

Speaker speaker_0: I'm doing good, man. How about you?

Speaker speaker_1: Um... In a lot of pain. Um... I'm a new member to, uh... this APL, right? Benefits in a Card. Um... And I came here to the doctor that I had been going to. But now, I have this new insurance and they do not accept this insurance. So, I am looking to find a primary doctor near me that I can see as soon as possible, today.

Speaker speaker_0: So, what you want to do, you want to go to multiplan.com. That website will tell you what doctors in the area take your insurance.

Speaker speaker_1: Um... Okay, you don't have a list right there, right?

Speaker speaker_0: No, sir, because we're not... We're probably not in the same state as you. We're, we're located in South Carolina.

Speaker speaker_1: I understand. Hold on, let me write down that... that web address. Okay, what is that again please?

Speaker speaker_0: Multiplan.com. That's M as in mike, U as in umbrella, L as in lima, T as in tango, I as in igloo, plan.

Speaker speaker_1: Multiplan.com.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: And then, I can look through there and find one?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Thank you very much. Have a good day.

Speaker speaker_0: You too, sir. Thank you.

Speaker speaker_1: Thanks, bye.