

Transcript: Malcolm

Nash-6218813013442560-5294361769623552

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? Hi, Malcolm, um, this is DeAndre Edwards. I'm calling because, um, I'm trying to use my insurance and they're telling me, um, one of the providers that I found on the search are telling me that they're, they don't accept my insurance. So where did you find it? Where did you search? On the MultiPlan website. And you're saying they said they don't take your insurance? Yeah, 'cause it doesn't have like a name. It doesn't say anything on it, it just has a number on it. So it's basically- So your ID card doesn't have a name? Is, is that what you're referring to? No. Yeah, it doesn't have a name on it, like the name of the insurance 'cause they keep asking, "What's the name of the insurance?" And it doesn't say it on the card, so I don't know what to tell them. So what staffing company do you work for? CRC. The last four of your social? 2366. First name? DeAndre. Last name? Edwards. For security purposes, can you verify your address and date of birth for me? 8104 Webb Road, Apartment 3212 Riverdale, Georgia 30274. And what else? Date of birth? 10/6/99. Okay. Do you see we got your phone number, 470-662-6730? Yes. And I get emails at edwardsdeandre@aol.com? Yes. Okay, so it looks like you had a preventive care plan. That would be, your carrier would be 90 Degree Benefits. Oh, that's- Is it for medical? That's for medical. Is it for medical or death? Yes. Yeah, so that would be 90 Degree Benefits. So that's what I would tell them? Yes, sir. That would be the carrier. All right, thank you, sir. Is this, is this phone, did it say active? Yes, sir. All right, thanks.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_2: Hi, Malcolm, um, this is DeAndre Edwards. I'm calling because, um, I'm trying to use my insurance and they're telling me, um, one of the providers that I found on the search are telling me that they're, they don't accept my insurance.

Speaker speaker_1: So where did you find it? Where did you search?

Speaker speaker_2: On the MultiPlan website.

Speaker speaker_1: And you're saying they said they don't take your insurance?

Speaker speaker_2: Yeah, 'cause it doesn't have like a name. It doesn't say anything on it, it just has a number on it. So it's basically-

Speaker speaker_1: So your ID card doesn't have a name? Is, is that what you're referring to?

Speaker speaker_2: No. Yeah, it doesn't have a name on it, like the name of the insurance 'cause they keep asking, "What's the name of the insurance?" And it doesn't say it on the card, so I don't know what to tell them.

Speaker speaker_1: So what staffing company do you work for?

Speaker speaker_2: CRC.

Speaker speaker_1: The last four of your social?

Speaker speaker_2: 2366.

Speaker speaker_1: First name?

Speaker speaker_2: DeAndre.

Speaker speaker_1: Last name?

Speaker speaker_2: Edwards.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 8104 Webb Road, Apartment 3212 Riverdale, Georgia 30274. And what else?

Speaker speaker_1: Date of birth?

Speaker speaker_2: 10/6/99.

Speaker speaker_1: Okay. Do you see we got your phone number, 470-662-6730?

Speaker speaker_2: Yes.

Speaker speaker_1: And I get emails at edwardsdeandre@aol.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so it looks like you had a preventive care plan. That would be, your carrier would be 90 Degree Benefits.

Speaker speaker_2: Oh, that's-

Speaker speaker_1: Is it for medical?

Speaker speaker_2: That's for medical.

Speaker speaker_1: Is it for medical or death?

Speaker speaker_2: Yes.

Speaker speaker_1: Yeah, so that would be 90 Degree Benefits.

Speaker speaker_2: So that's what I would tell them?

Speaker speaker_1: Yes, sir. That would be the carrier.

Speaker speaker_2: All right, thank you, sir. Is this, is this phone, did it say active?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right, thanks.