

## Transcript: Malcolm

Nash-6358060308807680-6608007675428864

### Full Transcript

Thanks for calling. If this is your credit amount, I'm not going to help you. Um, I was meaning to see about figuring... Uh, seeing about my card to see which pro... how to, how to see if a provider is, uh, covered by it. So you would go to multiplan.com. That website will tell you what doctors in your area take the coverage. Okay. So you said go to multi- multiplan.com? Yes, ma'am. That website will tell you what doctors in your area take the coverage. Okay. And then, um... 'Cause this is all new to me. Mm-hmm. Yeah. And one more thing- Okay. When I get to multi... Okay. H- what do I do when I get to multiplan.com? You should see on the corner, it says "find provider." Do you see that option? Click from... Looking for multiplan, click find and provide. Okay. Okay. It says find a doctor or facility. And then it says- Say that again. It says choose a network. So your network is going to be the sixth option at the top. I believe it says MultiPlan Hospital & Dignity. Well, it says, "Welcome, welcome to MultiPlan provider search. Search for a doctor, hospital, lab or other healthcare provider, or facility." Then it says, "Choose a network." Yeah, so it'll be the MultiPlan and then Infinity. Okay. So I see MultiPlan Network. And so that's what mine would be? So it's the first one, MultiPlan Limited Benefit Plan. Okay. And then you just hit select and search and then you put in your address. All right. And I just put in my address. And it should provide you with a list of providers near you that take the insurance. Oh. 50... What? What is going on? Okay. I... Okay. I'll look up... Okay. I'm hitting search, but nothing... It's not letting me go through. Are you doing it while you're on the phone? Huh? Yeah. That's all I am- Are you on the phone with anyone and doing it while you're on the phone? Yes. Because usually when you're trying to access while you're on the phone, if you're doing, if you're using your phone and talking on the phone at the same time. Well, mine, it says "Error. Search string must contain between two and 15 non-spaced characters." I'm not sure what you... So I'm not sure what you mean by that. I wouldn't be able to do anything from my end, because we're most likely in a different state. So it would only pop up networks near me.

### Conversation Format

Speaker speaker\_0: Thanks for calling. If this is your credit amount, I'm not going to help you.

Speaker speaker\_1: Um, I was meaning to see about figuring... Uh, seeing about my card to see which pro... how to, how to see if a provider is, uh, covered by it.

Speaker speaker\_0: So you would go to multiplan.com. That website will tell you what doctors in your area take the coverage.

Speaker speaker\_1: Okay. So you said go to multi- multiplan.com?

Speaker speaker\_0: Yes, ma'am. That website will tell you what doctors in your area take the coverage.

Speaker speaker\_1: Okay. And then, um... 'Cause this is all new to me.

Speaker speaker\_0: Mm-hmm. Yeah. And one more thing-

Speaker speaker\_1: Okay. When I get to multi... Okay. H- what do I do when I get to multiplan.com?

Speaker speaker\_0: You should see on the corner, it says "find provider." Do you see that option?

Speaker speaker\_1: Click from... Looking for multiplan, click find and provide. Okay. Okay. It says find a doctor or facility. And then it says-

Speaker speaker\_0: Say that again.

Speaker speaker\_1: It says choose a network.

Speaker speaker\_0: So your network is going to be the sixth option at the top. I believe it says MultiPlan Hospital & Dignity.

Speaker speaker\_1: Well, it says, "Welcome, welcome to MultiPlan provider search. Search for a doctor, hospital, lab or other healthcare provider, or facility." Then it says, "Choose a network."

Speaker speaker\_0: Yeah, so it'll be the MultiPlan and then Infinity.

Speaker speaker\_1: Okay. So I see MultiPlan Network. And so that's what mine would be?

Speaker speaker\_0: So it's the first one, MultiPlan Limited Benefit Plan.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then you just hit select and search and then you put in your address.

Speaker speaker\_1: All right. And I just put in my address.

Speaker speaker\_0: And it should provide you with a list of providers near you that take the insurance.

Speaker speaker\_1: Oh. 50... What? What is going on? Okay. I... Okay. I'll look up... Okay. I'm hitting search, but nothing... It's not letting me go through.

Speaker speaker\_0: Are you doing it while you're on the phone?

Speaker speaker\_1: Huh? Yeah.

Speaker speaker\_2: That's all I am-

Speaker speaker\_0: Are you on the phone with anyone and doing it while you're on the phone?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Because usually when you're trying to access while you're on the phone, if you're doing, if you're using your phone and talking on the phone at the same time.

Speaker speaker\_1: Well, mine, it says "Error. Search string must contain between two and 15 non-spaced characters."

Speaker speaker\_0: I'm not sure what you... So I'm not sure what you mean by that. I wouldn't be able to do anything from my end, because we're most likely in a different state. So it would only pop up networks near me.