

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hello. How are you doing, sir? I'm doing good. I can barely hear you, ma'am. I'm trying... Can you hear me now? Yes, ma'am. Um, I'm trying, 'cause I had... Um, I got this insurance and I'm trying to see, can I see my phys... I mean, my regular, um, doctor or do I have to see a virtual doctor or something with this insurance that I'm paying for? So you would go to multiplan.com. That website will tell you what doctors in the area take your insurance. 'Cause I didn't get... So I can go see my regular doctor then? A regular doctor? I wouldn't be able to tell you, ma'am, 'cause most likely we're not in the same state. I would go to multiplan.com. That website will tell you what doctors in the area take your insurance. Okay, 'cause the, um, email I received, it just said virtual. Is there a way you could email me the, um, the website? 'Cause I'm driving now. You said, what did the email say for you? The email said virtual, like virtual doctor. It put all my medical information in there, so. What's the email address? My email is carter, C-A-R-T-E-R, laquecha, L-A-Q-U-E-C-H-A. Carter Laquecha? @gmail.com. Uh-huh, @gmail.com. What's your first name? Laquecha. L-A-Q-U-E-C-H-A. Yes. Rainey. R-A-I-N-E-Y. I'm just sending you the email. There's no files attached, so I'm just gonna send you the email with the... It says medical providers visit this website and they give you the phone number as well. Okay. And for dental and vision as well. Okay, so what's the name of the insurance? It depends on what you got enrolled into. I'll have to pull up your account. Yeah, 'cause I didn't see the name or it just said car and a wallet or something, you see. I don't know, 'cause I was confused. I'm like, "Why am I paying money and I don't know what kind of insurance is it?" All I paid a few more. What type of company do you work for? I work for TRC. Well, Clorox. Well, Matilda at Clorox. What's the last four of your Social? 7354. For security purposes, can you verify your address and date of birth for me? 88815 474 Oakland Industrial Boulevard Apartment 228, Fairhaven, Georgia 30213. Thank you. So it looks like you have the virtual primary care, the dental, life insurance, vision, critical illness, group accident, preventative care, behavior health, ID experts and a medical plan. You got full coverage. Yeah, so that's why I'm surprised. The virtual, I didn't even... The virtual, I didn't see no virtual on there. I ain't asking for no virtual. That's what I'm trying to figure out. You see, the virtual refers to FreeRx, which comes with your preventative care. You would have to go to freerx.com and claim your free- The one you're telling me? No, ma'am. So the one I sent you for is just how to find doctors in your area and visits, and for vision. For FreeRx, you have to go to freerx.com and you got to claim your account and then you will have access for your account and then you have access to the primary care and your prescriptions. Yeah, 'cause I logged in but it keeps saying virtual, talk to a virtual doctor. Yeah, so that's what the virtual primary care is. Yeah, that's what I'm saying, so- So are you trying to find a real doctor or a virtual doctor? Yeah, that's what I'm saying.

Because you're able to have- I was trying to do a real doctor. Go ahead. That's why I logged in and that's what I was looking at. Okay. I'm like... So yeah, you want to go to multiplan.com. That website will tell you- Okay. ... who the real doctors in your area. Yes, ma'am. Okay. 'Cause I was trying to get the name of the insurance again. All right, so your medical is covered by American Public Life and then the virtual primary care and the FreeRx is covered by FreeRx. Okay. All right. Um, do you think, will they send out cards or do I have to get it off my phone or download? So typically, your coverage just became active this past, or actually, yeah, Monday, yesterday. Mm-hmm. So typically it takes one to two weeks for your ID cards to get to you once your coverage becomes active. If you wanted virtual cards, they're typically available around Thursday or Friday. So I would call back Thursday or Friday to see if the virtual ones are available. Okay, I was just making sure. I just didn't get no insurance where I got to talk to virtual. No, ma'am. Okay. All right. Thank you. No problem. Is there anything else I can help you with today, Miss Rainey? No, thank you. That's it. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too. Thank you. Thank you. Bye. Bye.

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 Car. This is Malcolm. How can I help you?

Speaker speaker_2: Hello. How are you doing, sir?

Speaker speaker_1: I'm doing good. I can barely hear you, ma'am.

Speaker speaker_2: I'm trying... Can you hear me now?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Um, I'm trying, 'cause I had... Um, I got this insurance and I'm trying to see, can I see my phys... I mean, my regular, um, doctor or do I have to see a virtual doctor or something with this insurance that I'm paying for?

Speaker speaker_1: So you would go to multiplan.com. That website will tell you what doctors in the area take your insurance.

Speaker speaker_2: 'Cause I didn't get... So I can go see my regular doctor then? A regular doctor?

Speaker speaker_1: I wouldn't be able to tell you, ma'am, 'cause most likely we're not in the same state. I would go to multiplan.com. That website will tell you what doctors in the area take your insurance.

Speaker speaker_2: Okay, 'cause the, um, email I received, it just said virtual. Is there a way you could email me the, um, the website? 'Cause I'm driving now.

Speaker speaker_1: You said, what did the email say for you?

Speaker speaker_2: The email said virtual, like virtual doctor. It put all my medical information in there, so.

Speaker speaker_1: What's the email address?

Speaker speaker_2: My email is carter, C-A-R-T-E-R, laquecha, L-A-Q-U-E-C-H-A.

Speaker speaker_1: Carter Laquecha?

Speaker speaker_2: @gmail.com. Uh-huh, @gmail.com.

Speaker speaker_1: What's your first name?

Speaker speaker_2: Laquecha. L-A-Q-U-E-C-H-A.

Speaker speaker_1: Yes.

Speaker speaker_2: Rainey. R-A-I-N-E-Y.

Speaker speaker_1: I'm just sending you the email. There's no files attached, so I'm just gonna send you the email with the... It says medical providers visit this website and they give you the phone number as well.

Speaker speaker_2: Okay.

Speaker speaker_1: And for dental and vision as well.

Speaker speaker_2: Okay, so what's the name of the insurance?

Speaker speaker_1: It depends on what you got enrolled into. I'll have to pull up your account.

Speaker speaker_2: Yeah, 'cause I didn't see the name or it just said car and a wallet or something, you see. I don't know, 'cause I was confused. I'm like, "Why am I paying money and I don't know what kind of insurance is it?" All I paid a few more.

Speaker speaker_1: What type of company do you work for?

Speaker speaker_2: I work for TRC. Well, Clorox. Well, Matilda at Clorox.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 7354.

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

Speaker speaker_2: 88815 474 Oakland Industrial Boulevard Apartment 228, Fairhaven, Georgia 30213.

Speaker speaker_1: Thank you. So it looks like you have the virtual primary care, the dental, life insurance, vision, critical illness, group accident, preventative care, behavior health, ID experts and a medical plan. You got full coverage.

Speaker speaker_2: Yeah, so that's why I'm surprised. The virtual, I didn't even... The virtual, I didn't see no virtual on there. I ain't asking for no virtual. That's what I'm trying to figure out.

Speaker speaker_1: You see, the virtual refers to FreeRx, which comes with your preventative care. You would have to go to freerx.com and claim your free-

Speaker speaker_2: The one you're telling me?

Speaker speaker_1: No, ma'am. So the one I sent you for is just how to find doctors in your area and visits, and for vision. For FreeRx, you have to go to freerx.com and you got to claim your account and then you will have access for your account and then you have access to the primary care and your prescriptions.

Speaker speaker_2: Yeah, 'cause I logged in but it keeps saying virtual, talk to a virtual doctor.

Speaker speaker_1: Yeah, so that's what the virtual primary care is.

Speaker speaker_2: Yeah, that's what I'm saying, so-

Speaker speaker_1: So are you trying to find a real doctor or a virtual doctor?

Speaker speaker_2: Yeah, that's what I'm saying.

Speaker speaker_1: Because you're able to have-

Speaker speaker_2: I was trying to do a real doctor.

Speaker speaker_1: Go ahead.

Speaker speaker_2: That's why I logged in and that's what I was looking at.

Speaker speaker_1: Okay.

Speaker speaker_2: I'm like...

Speaker speaker_1: So yeah, you want to go to multiplan.com. That website will tell you-

Speaker speaker_2: Okay.

Speaker speaker_1: ... who the real doctors in your area. Yes, ma'am.

Speaker speaker_2: Okay. 'Cause I was trying to get the name of the insurance again.

Speaker speaker_1: All right, so your medical is covered by American Public Life and then the virtual primary care and the FreeRx is covered by FreeRx.

Speaker speaker_2: Okay. All right. Um, do you think, will they send out cards or do I have to get it off my phone or download?

Speaker speaker_1: So typically, your coverage just became active this past, or actually, yeah, Monday, yesterday.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So typically it takes one to two weeks for your ID cards to get to you once your coverage becomes active. If you wanted virtual cards, they're typically available around Thursday or Friday. So I would call back Thursday or Friday to see if the virtual ones are available.

Speaker speaker_2: Okay, I was just making sure. I just didn't get no insurance where I got to talk to virtual.

Speaker speaker_1: No, ma'am.

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_1: No problem. Is there anything else I can help you with today, Miss Rainey?

Speaker speaker_2: No, thank you. That's it.

Speaker speaker_1: Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Thank you. Bye.

Speaker speaker_2: Bye.