

## **Transcript: Malcolm**

**Nash-6515357945741312-5180896306053120**

### **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? Hi, Malcolm. My name is Allahnah. I'm calling because I called earlier this week to change my benefits package, but something else just arrived where I need to change it back possibly. All right. What staffing company do you work for us? Crowe. Last four of your Social? 6175. First name? A-L-L-A-H-N-AH. And for security purposes, can you verify your address and date of birth for me? 2905 Rockaway Drive, Louisville, Kentucky 40206. Can I get your date of birth? 4-27-97. Thank you. And what type of changes were you looking to make? Um, so tell me what kind of turn... What... First of all, I don't know if the lady I talked to went ahead and made the change to my benefits or not. Do I still have the M- MEC Enhanced? It looks like an outbound call was made on Monday to let you know that you're able to make the change from MEC Enhanced to, to the lower version. But did she make the change or no? No, ma'am. Okay. So I'm still at MEC Enhanced. Mm-hmm. Which, that's for pri- that's for primary visits for emerg- for, um, for, uh, specialist visits. So the, the MEC Enhanced, it covers doctors, hospitals and prescriptions and preventative care services. With the one you done got down to- Okay. ... it only covers preventative care services. It doesn't include doctors, hospitals or prescriptions. Well, it does include prescriptions but it's for a free RX. Okay. Well, I will leave it at the MEC Enhanced for the moment. Um, 'cause she was saying that MEC Enhanced, you gotta have an in-network provider. Yes. So yeah, if you wanted to find a doctor, you wanna go to multiplan.com. That website will tell you what doctors in the area take your insurance. MultiPlan. Okay. Do I need any numbers or anything or just my information? Just your information. Okay, thank you. No problem. Your voice is loose. Was there anything else I can help you with today? No, thank you. Thanks for calling Benefits in the Car. Hope you have a great rest of your week. You too. 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: Hi, Malcolm. My name is Allahnah. I'm calling because I called earlier this week to change my benefits package, but something else just arrived where I need to change it back possibly.

Speaker speaker\_1: All right. What staffing company do you work for us?

Speaker speaker\_2: Crowe.

Speaker speaker\_1: Last four of your Social?

Speaker speaker\_2: 6175.

Speaker speaker\_1: First name?

Speaker speaker\_2: A-L-L-A-H-N-AH.

Speaker speaker\_1: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: 2905 Rockaway Drive, Louisville, Kentucky 40206.

Speaker speaker\_1: Can I get your date of birth?

Speaker speaker\_2: 4-27-97.

Speaker speaker\_1: Thank you. And what type of changes were you looking to make?

Speaker speaker\_2: Um, so tell me what kind of turn... What... First of all, I don't know if the lady I talked to went ahead and made the change to my benefits or not. Do I still have the M-MEC Enhanced?

Speaker speaker\_1: It looks like an outbound call was made on Monday to let you know that you're able to make the change from MEC Enhanced to, to the lower version.

Speaker speaker\_2: But did she make the change or no?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_2: Okay. So I'm still at MEC Enhanced.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Which, that's for pri- that's for primary visits for emerg- for, um, for, uh, specialist visits.

Speaker speaker\_1: So the, the MEC Enhanced, it covers doctors, hospitals and prescriptions and preventative care services. With the one you done got down to-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... it only covers preventative care services. It doesn't include doctors, hospitals or prescriptions. Well, it does include prescriptions but it's for a free RX.

Speaker speaker\_2: Okay. Well, I will leave it at the MEC Enhanced for the moment. Um, 'cause she was saying that MEC Enhanced, you gotta have an in-network provider.

Speaker speaker\_1: Yes. So yeah, if you wanted to find a doctor, you wanna go to multiplan.com. That website will tell you what doctors in the area take your insurance.

Speaker speaker\_2: MultiPlan. Okay. Do I need any numbers or anything or just my information?

Speaker speaker\_1: Just your information.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: No problem. Your voice is loose. Was there anything else I can help you with today?

Speaker speaker\_2: No, thank you.

Speaker speaker\_1: Thanks for calling Benefits in the Car. Hope you have a great rest of your week.

Speaker speaker\_2: You too. Bye.