

## Transcript: Malcolm

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits MSR. This is ... Yes, this is Rebecca Miller. I'm trying to find out, um, who you guys actually do cover, 'cause I've had two doctors. One, you said you guys covered them. I'm about to cut off the insurance, I believe, because I, I'm confused by this insurance. Nobody knows who you all are. Nobody takes you guys. I, I need help. So are you wanting to cancel or are you wanting to find a doctor? Uh, I'd like to find a doctor, but the one you sent me to last time, they don't... It, it doesn't work. And then this one that I just called, they said they don't take you, so... Sorry, ha- have you been to the MultiPlan website? I'm no longer with, like... MultiPlan.com? That website will tell you what doctors in your area take the insurance. Well, I figured that it'd be easier to talk to somebody that works there, but, you know, it's not- At BenefitsInACar, we're, we're an administrator for health insurance. We're not a carrier. We don't provide you with insurance. You can be enrolled or unenrolled from the coverage. Well, you... Um, I've done this on the phone with you guys before, but okay. Um, yeah. I've definitely done this on the phone with you guys. Sure. Uh, this has changed in the... I've only had the insurance for a month, so I guess this has changed. You guys don't look for who the providers are anymore? Has it wasn't last week and a half? So I can give you... I can, I can, I can tell you- ... who your provider is. I mean, the carrier. Who the carrier is. I can't tell you what doctors in your area take your insurance because we're not in the same area. That's why I said go to MultiPlan.com. I'm going to- That, that website will tell you which doctors in the area take your insurance. ... Go to MultiPlan.com. I spoke with somebody already on, on this phone number, and it said on the front of my card, "To locate a provider." So it has your phone number and I've, I've never already done this. So I don't understand. This is fucking bullshit.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefits MSR. This is ...

Speaker speaker\_2: Yes, this is Rebecca Miller. I'm trying to find out, um, who you guys actually do cover, 'cause I've had two doctors. One, you said you guys covered them. I'm about to cut off the insurance, I believe, because I, I'm confused by this insurance. Nobody knows who you all are. Nobody takes you guys. I, I need help.

Speaker speaker\_1: So are you wanting to cancel or are you wanting to find a doctor?

Speaker speaker\_2: Uh, I'd like to find a doctor, but the one you sent me to last time, they don't... It, it doesn't work. And then this one that I just called, they said they don't take you, so...

Speaker speaker\_1: Sorry, ha- have you been to the MultiPlan website?

Speaker speaker\_2: I'm no longer with, like...

Speaker speaker\_1: MultiPlan.com? That website will tell you what doctors in your area take the insurance.

Speaker speaker\_2: Well, I figured that it'd be easier to talk to somebody that works there, but, you know, it's not-

Speaker speaker\_1: At BenefitsInACar, we're, we're an administrator for health insurance. We're not a carrier. We don't provide you with insurance. You can be enrolled or unenrolled from the coverage.

Speaker speaker\_2: Well, you... Um, I've done this on the phone with you guys before, but okay. Um, yeah. I've definitely done this on the phone with you guys.

Speaker speaker\_1: Sure.

Speaker speaker\_2: Uh, this has changed in the... I've only had the insurance for a month, so I guess this has changed. You guys don't look for who the providers are anymore? Has it wasn't last week and a half?

Speaker speaker\_1: So I can give you... I can, I can, I can tell you- ... who your provider is. I mean, the carrier. Who the carrier is. I can't tell you what doctors in your area take your insurance because we're not in the same area. That's why I said go to MultiPlan.com.

Speaker speaker\_2: I'm going to-

Speaker speaker\_1: That, that website will tell you which doctors in the area take your insurance.

Speaker speaker\_2: ... Go to MultiPlan.com. I spoke with somebody already on, on this phone number, and it said on the front of my card, "To locate a provider." So it has your phone number and I've, I've never already done this. So I don't understand. This is fucking bullshit.