

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, Malcolm. I just have a question. I was calling, um, a doctor's, uh, office to schedule an appointment and they were having a hard time finding your benefits, so they just asked if I could call and see if the doctor's NPI number, if you could tell me if, um, he would be covered on my plan. So, I wouldn't be able to do that. You would have to go to multiplan.com. That website will tell you what doctors in your area take the insurance. Multiplan.com? Yes, ma'am. Okay. I appreciate it. No problem, ma'am. Was there anything else- Thank you. ... I can help you with today? Nope. That's it. All right. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. Thanks. You too. Take care. Bye-bye. Good night.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, Malcolm. I just have a question. I was calling, um, a doctor's, uh, office to schedule an appointment and they were having a hard time finding your benefits, so they just asked if I could call and see if the doctor's NPI number, if you could tell me if, um, he would be covered on my plan.

Speaker speaker_0: So, I wouldn't be able to do that. You would have to go to multiplan.com. That website will tell you what doctors in your area take the insurance.

Speaker speaker_1: Multiplan.com?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. I appreciate it.

Speaker speaker_0: No problem, ma'am. Was there anything else-

Speaker speaker_1: Thank you.

Speaker speaker_0: ... I can help you with today?

Speaker speaker_1: Nope. That's it.

Speaker speaker_0: All right. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_1: Thanks. You too.

Speaker speaker_0: Take care.

Speaker speaker_1: Bye-bye.

Speaker speaker_0: Good night.