

## **Transcript: Malcolm**

**Nash-4517221594480640-4710506397089792**

### **Full Transcript**

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hi, I'm new to this insurance, but I think I need to do a in-person consultation, but I'm just not sure how to look for my options of where I would go. Um, I'm not sure if that's online or... Are you saying you're trying to get enrolled? Well, I am enrolled. I just don't know where to find, uh, the doctors in my area to do an in-person consultation- Okay. So, you- ... I guess. So, you would go to multiplan.com. That website will tell you what doc- area taking the insurance. Multiplan.com? Yes, sir. Are you there? Okay. Yes, sir. Um, all right. Alrighty. I guess I'll check that out. All right. Thank you. No problem, sir. Have a great-

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker\_1: Hi, I'm new to this insurance, but I think I need to do a in-person consultation, but I'm just not sure how to look for my options of where I would go. Um, I'm not sure if that's online or...

Speaker speaker\_0: Are you saying you're trying to get enrolled?

Speaker speaker\_1: Well, I am enrolled. I just don't know where to find, uh, the doctors in my area to do an in-person consultation-

Speaker speaker\_0: Okay. So, you-

Speaker speaker\_1: ... I guess.

Speaker speaker\_0: So, you would go to multiplan.com. That website will tell you what doc-area taking the insurance.

Speaker speaker\_1: Multiplan.com?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Are you there? Okay.

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Um, all right. Alrighty. I guess I'll check that out. All right. Thank you.

Speaker speaker\_0: No problem, sir. Have a great-