

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Um, yes, Malcolm. I had a consultation with a doctor on January 8th. He referred me to the GI specialist. I made my own GI specialist appointment, but they are going to bring in, I guess, paperwork of that referral. Is there any way that I could get that? Are you... So did you go through... I'm confused, 'cause we're Benefits in a Card, we're just a plan administrator for health insurance. We're not the... We're not a carrier or anything. So what exactly are you referring to? Did you go through the doctor virtual? I did. I... Yes, the virtual. Yeah. Okay. So wh- How do I get in contact with them? Would you... Did you go through the... Did you try going through the virtual portal to contact them again? Um, I'm not really sure what I need to do on there because all it really says is to like schedule consults, make appointments via phone or, uh, video. I mean, this dates back to like January, like the beginning of January. I just need the paperwork sent over to me by email or whatever. So I'm not really sure where, uh, where exactly I'm supposed to go up underneath there to contact somebody to get them to send it to me. You mind if I'm put you in a brief hold? Yeah, that's fine. Thank you. Now calling him. Are you there, ma'am? Yes. So I'm gonna transfer you over to the department you need. Okay. They'll be able to help you. Okay. Thank you so much. No problem, ma'am. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. You too. Thank you.

### Conversation Format

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

Speaker speaker\_1: Um, yes, Malcolm. I had a consultation with a doctor on January 8th. He referred me to the GI specialist. I made my own GI specialist appointment, but they are going to bring in, I guess, paperwork of that referral. Is there any way that I could get that?

Speaker speaker\_0: Are you... So did you go through... I'm confused, 'cause we're Benefits in a Card, we're just a plan administrator for health insurance. We're not the... We're not a carrier or anything. So what exactly are you referring to? Did you go through the doctor virtual?

Speaker speaker\_1: I did. I... Yes, the virtual. Yeah.

Speaker speaker\_0: Okay. So wh-

Speaker speaker\_1: How do I get in contact with them?

Speaker speaker\_0: Would you... Did you go through the... Did you try going through the virtual portal to contact them again?

Speaker speaker\_1: Um, I'm not really sure what I need to do on there because all it really says is to like schedule consults, make appointments via phone or, uh, video. I mean, this dates back to like January, like the beginning of January. I just need the paperwork sent over to me by email or whatever. So I'm not really sure where, uh, where exactly I'm supposed to go up underneath there to contact somebody to get them to send it to me.

Speaker speaker\_0: You mind if I'm put you in a brief hold?

Speaker speaker\_1: Yeah, that's fine.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Now calling him.

Speaker speaker\_0: Are you there, ma'am?

Speaker speaker\_1: Yes.

Speaker speaker\_0: So I'm gonna transfer you over to the department you need.

Speaker speaker\_1: Okay.

Speaker speaker\_0: They'll be able to h- help you.

Speaker speaker\_1: Okay. Thank you so much.

Speaker speaker\_0: No problem, ma'am. Thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you.