Transcript: Malcolm Nash-5069795958407168-5010909071097856

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi. Yes, sir. How are you doing today? I'm doing good. How about you? Yeah, I'm making it, man. Um, so, uh, I'm just calling just to see who, uh, uh, like, the, so I can set up, like, an appointment or find a provider that's near me through, through my, through my insurance so I can go in and just, uh, just get s- get an evaluation done on my back. So you're trying to find a doctor in your area? Yes, sir. So you want to go to multiplan.com. That website will tell you what doctor's in the area to take your insurance. Okay. Um, okay, 'cause I was trying to set that up over the weekend, dude, but it wouldn't allow me to get into the portal or nothing. So you wouldn't, you wouldn't... That's not... You wouldn't need portal access to do that. You can just go to multiplan.com and then you go to find a provider and then you put in your information. Okay. Were you needing, like, ID card or something? All right. Well, I'd like to hear- Or were you- No, I have an ID card right here. Do you- Like I have a... Or, like, my medical card. Okay. So yeah, y- you wouldn't have to log into any portal or anything to find them on that website. You just go to multiplan.com- Okay. ... and then you go to find a provider and then you type in your zip code, whatever the case may be. And then they'll find it. All right, man. Well, I appreciate you. Thank you. No problem. Was there anything else I can help you with today? No, sir. That'll be it. Well, thank you for calling Benefits in the Card. Hope you have a great rest of your week. Yes, sir. You as well. Thank you. Alewala.

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 Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hi. Yes, sir. How are you doing today?

Speaker speaker_1: I'm doing good. How about you?

Speaker speaker_2: Yeah, I'm making it, man. Um, so, uh, I'm just calling just to see who, uh, uh, like, the, so I can set up, like, an appointment or find a provider that's near me through, through my, through my insurance so I can go in and just, uh, just get s- get an evaluation done on my back.

Speaker speaker_1: So you're trying to find a doctor in your area?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: So you want to go to multiplan.com. That website will tell you what doctor's in the area to take your insurance.

Speaker speaker_2: Okay. Um, okay, 'cause I was trying to set that up over the weekend, dude, but it wouldn't allow me to get into the portal or nothing.

Speaker speaker_1: So you wouldn't, you wouldn't... That's not... You wouldn't need portal access to do that. You can just go to multiplan.com and then you go to find a provider and then you put in your information.

Speaker speaker_2: Okay.

Speaker speaker_1: Were you needing, like, ID card or something?

Speaker speaker_2: All right. Well, I'd like to hear-

Speaker speaker_1: Or were you-

Speaker speaker_2: No, I have an ID card right here.

Speaker speaker_1: Do you-

Speaker speaker_2: Like I have a... Or, like, my medical card.

Speaker speaker_1: Okay. So yeah, y- you wouldn't have to log into any portal or anything to find them on that website. You just go to multiplan.com-

Speaker speaker_2: Okay.

Speaker speaker_1: ... and then you go to find a provider and then you type in your zip code, whatever the case may be. And then they'll find it.

Speaker speaker_2: All right, man. Well, I appreciate you. Thank you.

Speaker speaker_1: No problem. Was there anything else I can help you with today?

Speaker speaker_2: No, sir. That'll be it.

Speaker speaker_1: Well, thank you for calling Benefits in the Card. Hope you have a great rest of your week.

Speaker speaker_2: Yes, sir. You as well.

Speaker speaker_1: Thank you.

Speaker speaker_2: Alewala.