

## Transcript: Malcolm

Nash-5647643686420480-6222129519345664

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Welcome to Benefits and the Card. This is Malcolm. How can I help you? Hi, Malcolm. This is um... my name's Ahmad and I recently got access to insurance through Benefits and the Card and through the M- MultiPlan. I wanted to know how to access it now. I'm not sure how to do that. Okay. What's, what staffing company do you work for? Uh, Oxford. Your last four of your Social? Last four? 4973. You said 4973? Correct, yeah. Mm-hmm. For security purposes, can you verify your address and date of birth for me? Yeah. 29811 Talitha Way, Murrieta, California 92563. Uh, birthday January 7, 1977. You said we got to get a phone number 858-336-1568? Yes. Let me get email is ahmad.e.lastname@gmail.com? Last name is what? Ibrahim@gmail.com? No, your email is first name.e.lastname@gmail.com. Correct. Thank you. So you say you recently got enrolled and you're trying to get access? Ye- yeah. I, I mean, I guess they were saying, uh, because the payment was deducted from my, uh, account on my paycheck for insurance benefits so I want to ac- access it now. How would I go about getting, um, accessing the... I mean is there like an online s- uh, wo- uh, domain or something? How would I... I, I mean how would I get cards and stuff like that? So your cards come one to two weeks from your activation date. Looks like your coverage just became active as of yesterday. Right. Okay. If you needed digital copies we could probably get them sent around Thursday or Friday if you call back then but typically it's not avai- your digital copies aren't available until around then. Okay. So but I mean so I can still... I mean is there like a way I can look for doctors and stuff? Yes, sir. You would go to multiplan.com. That website will tell you what doctors in the area take your insurance and then if you go to ampublic.com that would tell you what dentists in the area take your insurance. Okay, uh. But I mean I should have benefits immediately right? Yeah, you have active coverage sir. Okay. All right. Okay, um, all right thank you. Was there anything else? Thank you. Um, yeah I think that's it I just want to know how... 'cause I, I need to like get medicine and stuff like this so I mean I can, I should be able to, um... So have you looked at the FreeRx website and claimed your account yet? No. FreeRx? Yes, sir so that comes... FreeRx comes with the MEC TeleRx plan. FreeRx- Awesome. ... gives you access to over 800 generic and acute, uh, generic, acute and chronic medications. Okay. Wow. If you want to go... I can walk you through that process if you want and or if you could just do it yourself. Whatever. Wait wha- what was it called? FreeRx? Yes, sir. Okay. I'll check it out. Right so when you go to freerx.com you want to go to member login and then you want to hit new user registration. It's going to ask you for your first name, your last name, your email and your Social Security and then once you fill out that information and hit submit you should receive an email in and let you confirm your FreeRx account. Okay so join today and then... No not join today, member login. Oh, okay. And then you should see a button that says new user registration. It's going to ask for your first name,

last name, email and your Social and then once you do that you're going to hit start registration and then they should send you an email and you follow up through the email. Okay. All right. All right great, um, I'll look into that. Um, yeah, yeah I- Is there anything else I can help you with today Mr Ahmad? No I think I'm good if I have any issues I'll let you know. All right. If there's nothing else thanks for calling Benefits and the Card. I hope you have a great rest of your week. Great thank you so much. All right. No problem. Bye-bye.

## Conversation Format

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

Speaker speaker\_1: Welcome to Benefits and the Card. This is Malcolm. How can I help you?

Speaker speaker\_2: Hi, Malcolm. This is um... my name's Ahmad and I recently got access to insurance through Benefits and the Card and through the M- MultiPlan. I wanted to know how to access it now. I'm not sure how to do that.

Speaker speaker\_1: Okay. What's, what staffing company do you work for?

Speaker speaker\_2: Uh, Oxford.

Speaker speaker\_1: Your last four of your Social?

Speaker speaker\_2: Last four? 4973.

Speaker speaker\_1: You said 4973?

Speaker speaker\_2: Correct, yeah.

Speaker speaker\_1: Mm-hmm. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Yeah. 29811 Talitha Way, Murrieta, California 92563. Uh, birthday January 7, 1977.

Speaker speaker\_1: You said we got to get a phone number 858-336-1568?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Let me get email is ahmad.e.lastname@gmail.com?

Speaker speaker\_2: Last name is what? Ibrahim@gmail.com?

Speaker speaker\_1: No, your email is first name.e.lastname@gmail.com.

Speaker speaker\_2: Correct.

Speaker speaker\_1: Thank you. So you say you recently got enrolled and you're trying to get access?

Speaker speaker\_2: Ye- yeah. I, I mean, I guess they were saying, uh, because the payment was deducted from my, uh, account on my paycheck for insurance benefits so I want to access it now. How would I go about getting, um, accessing the... I mean is there like an online s- uh, wo- uh, domain or something? How would I... I, I mean how would I get cards and stuff like that?

Speaker speaker\_1: So your cards come one to two weeks from your activation date. Looks like your coverage just became active as of yesterday.

Speaker speaker\_2: Right. Okay.

Speaker speaker\_1: If you needed digital copies we could probably get them sent around Thursday or Friday if you call back then but typically it's not available until around then.

Speaker speaker\_2: Okay. So but I mean so I can still... I mean is there like a way I can look for doctors and stuff?

Speaker speaker\_1: Yes, sir. You would go to multiplan.com. That website will tell you what doctors in the area take your insurance and then if you go to ampublic.com that would tell you what dentists in the area take your insurance.

Speaker speaker\_2: Okay, uh. But I mean I should have benefits immediately right?

Speaker speaker\_1: Yeah, you have active coverage sir.

Speaker speaker\_2: Okay. All right. Okay, um, all right thank you.

Speaker speaker\_1: Was there anything else? Thank you.

Speaker speaker\_2: Um, yeah I think that's it I just want to know how... 'cause I, I need to like get medicine and stuff like this so I mean I can, I should be able to, um...

Speaker speaker\_1: So have you looked at the FreeRx website and claimed your account yet?

Speaker speaker\_2: No. FreeRx?

Speaker speaker\_1: Yes, sir so that comes... FreeRx comes with the MEC TeleRx plan. FreeRx-

Speaker speaker\_2: Awesome.

Speaker speaker\_1: ... gives you access to over 800 generic and acute, uh, generic, acute and chronic medications.

Speaker speaker\_2: Okay. Wow.

Speaker speaker\_1: If you want to go... I can walk you through that process if you want and or if you could just do it yourself. Whatever.

Speaker speaker\_2: Wait wha- what was it called? FreeRx?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay. I'll check it out.

Speaker speaker\_1: Right so when you go to freerx.com you want to go to member login and then you want to hit new user registration. It's going to ask you for your first name, your last name, your email and your Social Security and then once you fill out that information and hit submit you should receive an email in and let you confirm your FreeRx account.

Speaker speaker\_2: Okay so join today and then...

Speaker speaker\_1: No not join today, member login.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: And then you should see a button that says new user registration. It's going to ask for your first name, last name, email and your Social and then once you do that you're going to hit start registration and then they should send you an email and you follow up through the email.

Speaker speaker\_2: Okay. All right. All right great, um, I'll look into that. Um, yeah, yeah I-

Speaker speaker\_1: Is there anything else I can help you with today Mr Ahmad?

Speaker speaker\_2: No I think I'm good if I have any issues I'll let you know. All right.

Speaker speaker\_1: If there's nothing else thanks for calling Benefits and the Card. I hope you have a great rest of your week.

Speaker speaker\_2: Great thank you so much.

Speaker speaker\_1: All right.

Speaker speaker\_2: No problem.

Speaker speaker\_1: Bye-bye.