

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Yeah, my name is Shawn Perry. Um, I supposedly had benefits that started with y'all on Monday. But, um, they need to process and everything before I can get any kind of, uh, like, uh, ID card or anything sent to me. Mm-hmm. So I was asked to call back today because, um, I take a maintenance medicine and, uh, I kinda need to get into the doctor ASAP, so I was gonna see if you guys, uh, had a, a way of emailing me a copy of my doctor, or my insurance card? What's the applicant ID you worked for? I, T- oh, shit, you asked me too quick. Um, t- um, focus. What's the last four of your Social? 1630. Sorry, uh, first name? Shawn, S-H-A-W-N. Last name? Perry, P-E-R-R-Y. And for security purposes, can you verify your address and date of birth for me? 342 Westwind Drive, Frankfort, Kentucky. And my date of birth is 2/7/78. Okay, so we got your phone number, 502-682-4383? Yep. And your email is perry4523@gmail.com? Yep. Thank you. Thanks so much. I can see if your cards are available. You mind if I put you on a re-refold? That's cool. Thank you. Are you there, Mr. Perry? Yes. I just sent the ID card to your email. Okay, so now, um, I can start scheduling appointments and use that until my hard copy gets here? Yes, sir. All right, and there will be a hard copy sent in the mail, correct? Yes, sir. It takes one to two weeks from the activation date to get to you. Okay, but it is active and I can go ahead and see a doctor tomorrow if I want? Yes, sir. Okay. Um, now, uh, next question. Is there a list anywhere of, uh, providers that carry this insurance? So you would go to m-multiplan.com. That website will tell you what doctors in the area take your insurance. Multiplan.com. Mm-hmm. Is that M-U-L-T-I-P-L-A-N? It is. Wait, say that one more time. M-U-L-T-I-P-L-A-N. Yes, sir. All right. I'll take care of that when I get off work. I appreciate you, brother. No problem, Mr. Perry. And is that 342 Westwind Drive, is that a home or apartment? Uh, that's my house. And then there's, there's no PO Box or anything? No, no, no. That's not... Yeah, that's my home address. All right. If there's any, if there's nothing else, Mr. Perry, thanks for calling Benefits in the Car. I hope you have a great rest of your week. All right, you too. Thank you. Thank you.

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

Speaker speaker_2: Yeah, my name is Shawn Perry. Um, I supposedly had benefits that started with y'all on Monday. But, um, they need to process and everything before I can get any kind of, uh, like, uh, ID card or anything sent to me.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So I was asked to call back today because, um, I take a maintenance medicine and, uh, I kinda need to get into the doctor ASAP, so I was gonna see if you guys, uh, had a, a way of emailing me a copy of my doctor, or my insurance card?

Speaker speaker_1: What's the applicant ID you worked for?

Speaker speaker_2: I, T- oh, shit, you asked me too quick. Um, t- um, focus.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 1630.

Speaker speaker_1: Sorry, uh, first name?

Speaker speaker_2: Shawn, S-H-A-W-N.

Speaker speaker_1: Last name?

Speaker speaker_2: Perry, P-E-R-R-Y.

Speaker speaker_1: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 342 Westwind Drive, Frankfort, Kentucky. And my date of birth is 2/7/78.

Speaker speaker_1: Okay, so we got your phone number, 502-682-4383?

Speaker speaker_2: Yep.

Speaker speaker_1: And your email is perry4523@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Thank you. Thanks so much. I can see if your cards are available. You mind if I put you on a re- refold?

Speaker speaker_2: That's cool.

Speaker speaker_1: Thank you. Are you there, Mr. Perry?

Speaker speaker_2: Yes.

Speaker speaker_1: I just sent the ID card to your email.

Speaker speaker_2: Okay, so now, um, I can start scheduling appointments and use that until my hard copy gets here?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right, and there will be a hard copy sent in the mail, correct?

Speaker speaker_1: Yes, sir. It takes one to two weeks from the activation date to get to you.

Speaker speaker_2: Okay, but it is active and I can go ahead and see a doctor tomorrow if I want?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. Um, now, uh, next question. Is there a list anywhere of, uh, providers that carry this insurance?

Speaker speaker_1: So you would go to m- multiplan.com. That website will tell you what doctors in the area take your insurance.

Speaker speaker_2: Multiplan.com.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Is that M-U-L-T-I-P-L-A-N?

Speaker speaker_1: It is. Wait, say that one more time.

Speaker speaker_2: M-U-L-T-I-P-L-A-N.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right. I'll take care of that when I get off work. I appreciate you, brother.

Speaker speaker_1: No problem, Mr. Perry. And is that 342 Westwind Drive, is that a home or apartment?

Speaker speaker_2: Uh, that's my house.

Speaker speaker_1: And then there's, there's no PO Box or anything?

Speaker speaker_2: No, no, no. That's not... Yeah, that's my home address.

Speaker speaker_1: All right. If there's any, if there's nothing else, Mr. Perry, thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_2: All right, you too. Thank you.

Speaker speaker_1: Thank you.