

Transcript: Malcolm

Nash-5742168428199936-5793821114187776

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Hi, Malcolm. My name is Steve Reynolds and I am a fairly new employee of one of the companies that y'all provide care for. Mm-hmm. And I think my coverage has started, so I was curious if you can confirm that and then kind of help me... Seems like there was a piece of information that I don't have that I would need to get started in registering as a new user online. What's the last four of your social? Um, 1481. And what staffing company do you work for? Oxford. All right, for security purposes can you verify your address and date of birth for me? Yes. Uh, it is 601 Madison Street, um, unit 108, Nashville, Tennessee 37208 and date of birth is 2-21-62. Thank you, so we got your phone number 615-243-8713? Correct. And your email is reynolds.steven.a@gmail.com? Yes. Thank you. So yeah, it looks like your cover started this past Monday. Okay. And when I... Let me see, when I... There was... Is there like a member number or something like that, that I would need to complete the online registration? So I'm not sure what you're referring to when you say online regis- regis-registration. But your coverage is- Uh-huh. ... so your ID card should get to you one to two weeks after the activation date. Okay. All right. Um- And... Go ahead. Like as far as, as far as looking at, you know, providers that are in network, that sort of thing. Is that something that I- So you would go to m- Yes, sir. So you would go to multiplan.com. That website will tell you what doctors in the area take the insurance. Multiplan.com? Yes, sir. Okay. That's easy enough. Okay, good deal. Uh, that is awesome and I'll just wait for those cards to come in the mail then. Yes, sir. So- Thank you very much for your help. No problem. So with your medical card, if you wanted a physical copy I can go ahead and get that ordered for you. Otherwise it's only sent via email. Your dental and your vision should come in the mail and your preventative care card should come in the mail. Okay. So that, the one that does not come in the mail is just, you know, something that I take a picture of and show to providers? Is that how that goes? You can do that or I can get you a physical one sent to your home. It's up to you. Okay. Um, yeah if you don't mind sending a physical one, that, that might be easier for me at times. Okay. So if you need 'em digitally I can get them sent to you around Thursday or Friday as well, if you need a digital copy of your dental or your vision on other card while you're waiting on the physical ones. Oh, yeah, that'd be great. Yeah. All right, so I would recommend calling back around Thursday or Friday to see if we can get those sent to you then. Okay. Sounds good. All right. Is there anything else I can help you with today, Mr. Reynolds? I think that's it. No, I think that's it, Malcolm. Thank you very much for your help. No problem, sir. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. Thanks, you too. Bye now. Thank you. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker_2: Hi, Malcolm. My name is Steve Reynolds and I am a fairly new employee of one of the companies that y'all provide care for.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And I think my coverage has started, so I was curious if you can confirm that and then kind of help me... Seems like there was a piece of information that I don't have that I would need to get started in registering as a new user online.

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

Speaker speaker_2: Um, 1481.

Speaker speaker_1: And what staffing company do you work for?

Speaker speaker_2: Oxford.

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

Speaker speaker_2: Yes. Uh, it is 601 Madison Street, um, unit 108, Nashville, Tennessee 37208 and date of birth is 2-21-62.

Speaker speaker_1: Thank you, so we got your phone number 615-243-8713?

Speaker speaker_2: Correct.

Speaker speaker_1: And your email is reynolds.steven.a@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. So yeah, it looks like your cover started this past Monday.

Speaker speaker_2: Okay. And when I... Let me see, when I... There was... Is there like a member number or something like that, that I would need to complete the online registration?

Speaker speaker_1: So I'm not sure what you're referring to when you say online regis-regis-registration. But your coverage is-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... so your ID card should get to you one to two weeks after the activation date.

Speaker speaker_2: Okay. All right. Um-

Speaker speaker_1: And... Go ahead.

Speaker speaker_2: Like as far as, as far as looking at, you know, providers that are in network, that sort of thing. Is that something that I-

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

Speaker speaker_2: Multiplan.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. That's easy enough. Okay, good deal. Uh, that is awesome and I'll just wait for those cards to come in the mail then.

Speaker speaker_1: Yes, sir. So-

Speaker speaker_2: Thank you very much for your help.

Speaker speaker_1: No problem. So with your medical card, if you wanted a physical copy I can go ahead and get that ordered for you. Otherwise it's only sent via email. Your dental and your vision should come in the mail and your preventative care card should come in the mail.

Speaker speaker_2: Okay. So that, the one that does not come in the mail is just, you know, something that I take a picture of and show to providers? Is that how that goes?

Speaker speaker_1: You can do that or I can get you a physical one sent to your home. It's up to you.

Speaker speaker_2: Okay. Um, yeah if you don't mind sending a physical one, that, that might be easier for me at times.

Speaker speaker_1: Okay. So if you need 'em digitally I can get them sent to you around Thursday or Friday as well, if you need a digital copy of your dental or your vision on other card while you're waiting on the physical ones.

Speaker speaker_2: Oh, yeah, that'd be great. Yeah.

Speaker speaker_1: All right, so I would recommend calling back around Thursday or Friday to see if we can get those sent to you then.

Speaker speaker_2: Okay. Sounds good.

Speaker speaker_1: All right. Is there anything else I can help you with today, Mr. Reynolds?

Speaker speaker_2: I think that's it. No, I think that's it, Malcolm. Thank you very much for your help.

Speaker speaker_1: No problem, sir. Thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_2: Thanks, you too. Bye now.

Speaker speaker_1: Thank you. Bye.