

Transcript: Malcolm

Nash-6107493093392384-6704196926357504

Full Transcript

If it's not benefits and a card, this is 9-1-1. How can I help you? Um, yes. I was, um, just, uh, wanting to check to see if my policy covers me going to a... when it's time to go into a regular doctor? What staffing company do you work for? Um, I work for MAU. Last four of your Social? 8309. First name? Jane, J-A-N-E. Last name? Cantrell, C-A-N-T-R-E-L-L. For security purposes, can you verify your address and date of birth for me? Yes. Um, my address is 312 Piedmont Highway, Piedmont, South Carolina, 29673. My date of birth is September 27th, 1976. Thank you. So, uh, your phone number 864-380-0849? Yes. Mm-hmm. Your email is jane.cantrell@yahoo.com? Yes. Mm-hmm. Thank you. All right. So yeah, it looks like you have the InsurancePlus Basic and that covers doctors, hospitals, and prescriptions. Okay. So that, it covers, like, me going to a, a regular doctor and stuff? I was a little confused looking at this. That's why I was asking. Yes, ma'am. So you have the... That covers doctors, hospitals and prescriptions, and then you have the MDC tr- Standalone which covers preventative services as well, like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women. Any preventative care services- Oh, Okay. Okay. ... you want to do, you want to go to multiplan.com. That website will tell you- Okay. ... what doctor is in the area to take your insurance. Okay. And that, and that's called what? Multiplan.com. That's M- Multiplan.com? Mm-hmm. Yes, ma'am. That's, that's a Mike, U as in umbrella, L as in Lima, T as in Tango. Okay. I as in blue, plan.com. Okay. All right. And that should tell me if my doctor's on there and stuff? Yes, ma'am. All right. Thank you. No problem. Is there anything else I can help you with today, Miss Jane? Um, that'll do it. Thank you. No problem. Thanks for calling.

Conversation Format

Speaker speaker_0: If it's not benefits and a card, this is 9-1-1. How can I help you?

Speaker speaker_1: Um, yes. I was, um, just, uh, wanting to check to see if my policy covers me going to a... when it's time to go into a regular doctor?

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Um, I work for MAU.

Speaker speaker_0: Last four of your Social?

Speaker speaker_1: 8309.

Speaker speaker_0: First name?

Speaker speaker_1: Jane, J-A-N-E.

Speaker speaker_0: Last name?

Speaker speaker_1: Cantrell, C-A-N-T-R-E-L-L.

Speaker speaker_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Yes. Um, my address is 312 Piedmont Highway, Piedmont, South Carolina, 29673. My date of birth is September 27th, 1976.

Speaker speaker_0: Thank you. So, uh, your phone number 864-380-0849?

Speaker speaker_1: Yes. Mm-hmm.

Speaker speaker_0: Your email is jane.cantrell@yahoo.com?

Speaker speaker_1: Yes. Mm-hmm.

Speaker speaker_0: Thank you. All right. So yeah, it looks like you have the InsurancePlus Basic and that covers doctors, hospitals, and prescriptions.

Speaker speaker_1: Okay. So that, it covers, like, me going to a, a regular doctor and stuff? I was a little confused looking at this. That's why I was asking.

Speaker speaker_0: Yes, ma'am. So you have the... That covers doctors, hospitals and prescriptions, and then you have the MDC tr- Standalone which covers preventative services as well, like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women. Any preventative care services-

Speaker speaker_1: Oh,

Speaker speaker_2: Okay. Okay.

Speaker speaker_0: ... you want to do, you want to go to multiplan.com. That website will tell you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... what doctor is in the area to take your insurance.

Speaker speaker_1: Okay. And that, and that's called what?

Speaker speaker_0: Multiplan.com. That's M-

Speaker speaker_1: Multiplan.com? Mm-hmm.

Speaker speaker_0: Yes, ma'am. That's, that's a Mike, U as in umbrella, L as in Lima, T as in Tango.

Speaker speaker_1: Okay.

Speaker speaker_0: I as in blue, plan.com.

Speaker speaker_1: Okay. All right. And that should tell me if my doctor's on there and stuff?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: No problem. Is there anything else I can help you with today, Miss Jane?

Speaker speaker_1: Um, that'll do it. Thank you.

Speaker speaker_0: No problem. Thanks for calling.