

## Transcript: Malcolm

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### Full Transcript

... in the card. This is Malcolm. How can I help you? Hi, my name is Jackie from Bloomington Endocrinology. I have a patient here that has your guys' benefit card, um, and I've never seen this card before, so I wanted to make sure that we were in network with her. So, they would have to go to multiplan.com. That website will tell them what doctors in the area take the insurance. Okay. I can't get an N- I wouldn't be able to- I can't get an NPI number? I wouldn't be able to- No, ma'am, because we're, we're located in South Carolina and our members are located all over the place. So, we wouldn't be able to tell you specifically what area- I think, um- ... you are in. I mean, if I call Anthem and they're in South Carolina, they can run me an NPI in Ohio. But I will try it with your website, but it's currently not loading. The multiplan.com? Yes. It's just spinning. Mm-hmm. I'm, I'm, I'm not aware of what detail. What kind of number is it? Can you tell me, um, an NPI number? Like the provider's number? Yeah, I'm not, we're, we're not a provider. We're just a plan administrator. We just get the members enrolled or unenrolled from their coverage. I'm not sure which- Can you tell me what type of plan that... Can you tell me what plan- Go ahead. ... she has so I can know which one I'm supposed to pick to figure out your website? So, if you go to find a provider, you would hit the, it says MultiPlan Network, and it says Limited Benefit Plans, and that's what most of these pl- that's what all these plans are. All right. So, all right. Okay. I will try to work your website. Thank you.

### Conversation Format

Speaker speaker\_0: ... in the card. This is Malcolm. How can I help you?

Speaker speaker\_1: Hi, my name is Jackie from Bloomington Endocrinology. I have a patient here that has your guys' benefit card, um, and I've never seen this card before, so I wanted to make sure that we were in network with her.

Speaker speaker\_0: So, they would have to go to multiplan.com. That website will tell them what doctors in the area take the insurance.

Speaker speaker\_1: Okay. I can't get an N-

Speaker speaker\_0: I wouldn't be able to-

Speaker speaker\_1: I can't get an NPI number?

Speaker speaker\_0: I wouldn't be able to- No, ma'am, because we're, we're located in South Carolina and our members are located all over the place. So, we wouldn't be able to tell you

specifically what area-

Speaker speaker\_1: I think, um-

Speaker speaker\_0: ... you are in.

Speaker speaker\_1: I mean, if I call Anthem and they're in South Carolina, they can run me an NPI in Ohio. But I will try it with your website, but it's currently not loading.

Speaker speaker\_0: The multiplan.com?

Speaker speaker\_1: Yes. It's just spinning.

Speaker speaker\_0: Mm-hmm. I'm, I'm, I'm not aware of what detail. What kind of number is it?

Speaker speaker\_1: Can you tell me, um, an NPI number? Like the provider's number?

Speaker speaker\_0: Yeah, I'm not, we're, we're not a provider. We're just a plan administrator. We just get the members enrolled or unenrolled from their coverage. I'm not sure which-

Speaker speaker\_1: Can you tell me what type of plan that... Can you tell me what plan-

Speaker speaker\_0: Go ahead.

Speaker speaker\_1: ... she has so I can know which one I'm supposed to pick to figure out your website?

Speaker speaker\_0: So, if you go to find a provider, you would hit the, it says MultiPlan Network, and it says Limited Benefit Plans, and that's what most of these pl- that's what all these plans are.

Speaker speaker\_1: All right. So, all right. Okay. I will try to work your website. Thank you.