

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... the card, this is Malcolm. How can I help you? Hi. Um, I have a question. So, um, I had just enrolled in, uh, um, health insurance with my job, right? And I wanna know when does like the... When does it actually kick in? Like, when will I be able to use it? You said you have enrolled? You have to enroll or you thinking about it, or you, you are in it? No, I enrolled in it. I enrolled in it yesterday. Okay. So, the enrollment process takes one to two weeks from the date that you got enrolled into it. Mm. Then once we see that first deduc- deduc- from your paycheck and we see it in our system, that following Monday when you're, is when your coverage will become active, and your ID card should send one to you from that activation date. All right. So how will I know what doctor, what I, could I see? To know what doctors are you us- Like, what medicines and... So- Mm-hmm. ... to know what doctors take the insurance, you want to go to multiplan.com. That website will tell- Multi- ... you what doctors you get. Yes, ma'am, multiplan.com. Mm. I'm trying to make this quick 'cause I'm on my little break at work, but multiplan. Okay. Is it multiplan.U.S or.com? Dot com. 'Cause I think that's what... Oh, I don't see multiplan.com. Where? I see provider.multiplan.com. Is it that? That's not really showing me. No, it's just- just multi- just multiplan. It's M- M as in Mike, U as in umbrella, L as in lima, T as in tango, R as in igloo, P as in Paul, A as in apple, N as in Nancy.U.S. Oh, dot... Okay, C.US. Okay. I see. Okay. And also, how would I know what medicines, food like it cover and things like that? So, what did you get enrolled into? Um... I don't know. Well, state and county agent for a minute. I works for, um, FirstPoint. FirstPoint? Yeah. Oh, no, sorry. It's a Resource. Resource. Give me one moment. What's the last four of your social? 0220- First name? Katia, last name Jackson. For security purposes, can you verify your address and date of birth for me? Um, I don't know if they have my updated one, but my old address is 58550 04 Greensboro Apartment 4502, Greensboro, North Carolina 27410. That's not the address that we have on file. All right. 49 West Green Lane, Apartment G, Greensboro, North Carolina- Yes, ma'am. ... um, 27410. Yes, ma'am. And your date of birth? 11/10/93. Thank you. So, we got a good phone number, 917-9- uh, 396-0745? Yes. And the email is first name 19- uh, 1893@gmail.com? Yes. Thank you. Let's see. So, I do have a phone number you can call to reach, to get information about what pharmaceuticals is covered. Okay. What's the number? Hang on. Are you ready? Yeah, I'm ready. Right, so the number's 1-800- Uh-huh. ... see? I'm sorry, what? It's 1-800-933- Hold on one second, hold on one second. 933- 3734. All right. And what insurance is it? Do you know? It's... That was your new carrier. Is it Multiplan? Multiplan is the network. The carrier is American Public Life. American what? Public Life. American Public Life? Okay. Yes, ma'am. So, all right. Thank you. No problem, Ms. Jackson. Was there anything else I can help you with today? That's, that's it. I don't... If there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your day. You too.

Conversation Format

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

Speaker speaker_1: ... the card, this is Malcolm. How can I help you?

Speaker speaker_2: Hi. Um, I have a question. So, um, I had just enrolled in, uh, um, health insurance with my job, right? And I wanna know when does like the... When does it actually kick in? Like, when will I be able to use it?

Speaker speaker_1: You said you have enrolled? You have to enroll or you thinking about it, or you, you are in it?

Speaker speaker_2: No, I enrolled in it. I enrolled in it yesterday.

Speaker speaker_1: Okay. So, the enrollment process takes one to two weeks from the date that you got enrolled into it.

Speaker speaker_2: Mm.

Speaker speaker_1: Then once we see that first deduc- deduc- from your paycheck and we see it in our system, that following Monday when you're, is when your coverage will become active, and your ID card should send one to you from that activation date.

Speaker speaker_2: All right. So how will I know what doctor, what I, could I see?

Speaker speaker_1: To know what doctors are you us-

Speaker speaker_2: Like, what medicines and...

Speaker speaker_1: So-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... to know what doctors take the insurance, you want to go to multiplan.com. That website will tell-

Speaker speaker_2: Multi-

Speaker speaker_1: ... you what doctors you get. Yes, ma'am, multiplan.com.

Speaker speaker_2: Mm. I'm trying to make this quick 'cause I'm on my little break at work, but multiplan. Okay. Is it multiplan.U.S or.com?

Speaker speaker_1: Dot com.

Speaker speaker_2: 'Cause I think that's what... Oh, I don't see multiplan.com. Where? I see provider.multiplan.com. Is it that? That's not really showing me.

Speaker speaker_1: No, it's just- just multi- just multiplan. It's M- M as in Mike, U as in umbrella, L as in lima, T as in tango, R as in igloo, P as in Paul, A as in apple, N as in

Nancy.U.S.

Speaker speaker_2: Oh, dot... Okay, C.US. Okay. I see. Okay. And also, how would I know what medicines, food like it cover and things like that?

Speaker speaker_1: So, what did you get enrolled into?

Speaker speaker_2: Um... I don't know.

Speaker speaker_1: Well, state and county agent for a minute.

Speaker speaker_2: I works for, um, FirstPoint.

Speaker speaker_1: FirstPoint?

Speaker speaker_2: Yeah. Oh, no, sorry. It's a Resource.

Speaker speaker_1: Resource. Give me one moment. What's the last four of your social?

Speaker speaker_2: 0220-

Speaker speaker_1: First name?

Speaker speaker_2: Katia, last name Jackson.

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

Speaker speaker_2: Um, I don't know if they have my updated one, but my old address is 58550 04 Greensboro Apartment 4502, Greensboro, North Carolina 27410.

Speaker speaker_1: That's not the address that we have on file.

Speaker speaker_2: All right. 49 West Green Lane, Apartment G, Greensboro, North Carolina-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: ... um, 27410.

Speaker speaker_1: Yes, ma'am. And your date of birth?

Speaker speaker_2: 11/10/'93.

Speaker speaker_1: Thank you. So, we got a good phone number, 917-9- uh, 396-0745?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email is first name 19- uh, 1893@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. Let's see. So, I do have a phone number you can call to reach, to get information about what pharmaceuticals is covered.

Speaker speaker_2: Okay. What's the number?

Speaker speaker_1: Hang on. Are you ready?

Speaker speaker_2: Yeah, I'm ready.

Speaker speaker_1: Right, so the number's 1-800-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... see?

Speaker speaker_2: I'm sorry, what?

Speaker speaker_1: It's 1-800-933-

Speaker speaker_2: Hold on one second, hold on one second. 933-

Speaker speaker_1: 3734.

Speaker speaker_2: All right. And what insurance is it? Do you know?

Speaker speaker_1: It's... That was your new carrier.

Speaker speaker_2: Is it Multiplan?

Speaker speaker_1: Multiplan is the network. The carrier is American Public Life.

Speaker speaker_2: American what?

Speaker speaker_1: Public Life.

Speaker speaker_2: American Public Life? Okay.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: So, all right. Thank you.

Speaker speaker_1: No problem, Ms. Jackson. Was there anything else I can help you with today?

Speaker speaker_2: That's, that's it.

Speaker speaker_1: I don't... If there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your day.

Speaker speaker_2: You too.