

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hey, Malcolm. I need to ask a question. Um, tell Wagner my name is Davie Aaron. Thank you. I need a, um, um, I need to see if y'all can send me a email that's showing the doctors I can see through this insurance 'cause the ones I'm calling, they don't, ain't never heard of it. Y'all have done it before, but, uh, so it ... Wait. ... ain't my... Where do you want to go? I'm not sure I follow. You want to go to multiplan.com. That website will tell you what doctors in the area take your insurance. Multiple. Can you send the link to me? Uh-huh. Send the name to me on my email? Multiplan.com. Multiplan.com. That's M as in Mike, U as in umbrella, L as in lima, P as in pango, I as in igloo, plan.com. Do I gotta sign into it? No, sir. All right, then I got y'all. I'll go look at it 'cause I didn't know y'all could still send a email to me all the doctors I can see like y'all did last time. Somebody sent you doctors, a list of doctors for your area? 'Cause I don't think that- Yeah. Yeah, they sent it to my email showing that, uh, where I can see 'em, what doctors I can see, the listings of the doctors you know what I'm saying? They did it for the dentist and the eye vision. I didn't know if y'all still do the, um, send, uh, send that to me to my email. Are you referring to the links? We can, we can send you the links to the websites, but we wouldn't be able to send you specific people in your area 'cause we're probably in a different area than you. Yeah, I don't think- And the website only based off a geolocation. All right. Yeah, can you send the link to me then? That was... I'll have to pull up your account. Yeah. What- Let me give you s- What's the last four of your social? 2452. First name? Davie, D-A-V-I-E. And for security purposes, can you verify your address and date of birth for me? Yeah. Davie, uh, 521. I'm sorry. 531 Mountain Creek Church Road, uh, Northwest Lot 2A for Apple, Monroe, Georgia 30606. And your date of birth? 6/21/73. Thank you. So I see you called yesterday to request your card information. Yeah. Did you get that email? Yeah, I got the email. It took me a long time because I filled out 40 different people and they couldn't get it to me. So finally one dude said he can do it, 'cause, um, I got my dental cards. That's what I've been getting through y'all the whole time, dental cards, and he finally sent me the email to my, um... send it to my email for my card, the right one. Um, it's been a long- Yeah. So that, so that email he sent you should have the, the... 'cause that would be the same thing that I sent you. It should have those links inside the email. Do you still have that email? Um, yeah. Hold on. Let me check it out. Let's see. It stands for a list of medical providers, multiplan.com; for a list of dental providers, ampublic.com; n- now this, for our vision providers, at metlife.com. You should also add a phone number next to it. Oh, all right. For the list on the vision, for dent- um, dental, that's the only ones that got for vision and dental. The medical provider, please visit multiple plan, multiplan.com? Yes, sir. That would have been the same email that I sent you. All right, cool. Thanks, man. No problem, Mr. Aaron. Was there anything else I can help you with today? Uh, no, man. Thanks, bro. No problem. You have a great rest

of your week, man. Thanks for calling Benefits in a Card. All right. You too, bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hey, Malcolm. I need to ask a question. Um, tell Wagner my name is Davie Aaron.

Speaker speaker_0: Thank you.

Speaker speaker_1: I need a, um, um, I need to see if y'all can send me a email that's showing the doctors I can see through this insurance 'cause the ones I'm calling, they don't, ain't never heard of it. Y'all have done it before, but, uh, so it ...

Speaker speaker_2: Wait.

Speaker speaker_1: ... ain't my...

Speaker speaker_0: Where do you want to go?

Speaker speaker_1: I'm not sure I follow.

Speaker speaker_0: You want to go to multiplan.com. That website will tell you what doctors in the area take your insurance.

Speaker speaker_1: Multiple. Can you send the link to me?

Speaker speaker_0: Uh-huh.

Speaker speaker_1: Send the name to me on my email?

Speaker speaker_0: Multiplan.com.

Speaker speaker_1: Multiplan.com.

Speaker speaker_0: That's M as in Mike, U as in umbrella, L as in lima, P as in pango, I as in igloo, plan.com.

Speaker speaker_1: Do I gotta sign into it?

Speaker speaker_0: No, sir.

Speaker speaker_1: All right, then I got y'all. I'll go look at it 'cause I didn't know y'all could still send a email to me all the doctors I can see like y'all did last time.

Speaker speaker_0: Somebody sent you doctors, a list of doctors for your area? 'Cause I don't think that-

Speaker speaker_1: Yeah. Yeah, they sent it to my email showing that, uh, where I can see 'em, what doctors I can see, the listings of the doctors you know what I'm saying? They did it

for the dentist and the eye vision. I didn't know if y'all still do the, um, send, uh, send that to me to my email.

Speaker speaker_0: Are you referring to the links? We can, we can send you the links to the websites, but we wouldn't be able to send you specific people in your area 'cause we're probably in a different area than you.

Speaker speaker_1: Yeah, I don't think-

Speaker speaker_0: And the website only based off a geolocation.

Speaker speaker_1: All right. Yeah, can you send the link to me then?

Speaker speaker_0: That was... I'll have to pull up your account.

Speaker speaker_1: Yeah.

Speaker speaker_0: What-

Speaker speaker_1: Let me give you s-

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 2452.

Speaker speaker_0: First name?

Speaker speaker_1: Davie, D-A-V-I-E.

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

Speaker speaker_1: Yeah. Davie, uh, 521. I'm sorry. 531 Mountain Creek Church Road, uh, Northwest Lot 2A for Apple, Monroe, Georgia 30606.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 6/21/73.

Speaker speaker_0: Thank you. So I see you called yesterday to request your card information.

Speaker speaker_1: Yeah.

Speaker speaker_0: Did you get that email?

Speaker speaker_1: Yeah, I got the email. It took me a long time because I filled out 40 different people and they couldn't get it to me. So finally one dude said he can do it, 'cause, um, I got my dental cards. That's what I've been getting through y'all the whole time, dental cards, and he finally sent me the email to my, um... send it to my email for my card, the right one. Um, it's been a long-

Speaker speaker_0: Yeah. So that, so that email he sent you should have the, the... 'cause that would be the same thing that I sent you. It should have those links inside the email. Do

you still have that email?

Speaker speaker_1: Um, yeah. Hold on. Let me check it out.

Speaker speaker_0: Let's see. It stands for a list of medical providers, multiplan.com; for a list of dental providers, ampublic.com; n- now this, for our vision providers, at metlife.com. You should also add a phone number next to it.

Speaker speaker_1: Oh, all right. For the list on the vision, for dent- um, dental, that's the only ones that got for vision and dental. The medical provider, please visit multiple plan, multiplan.com?

Speaker speaker_0: Yes, sir. That would have been the same email that I sent you.

Speaker speaker_1: All right, cool. Thanks, man.

Speaker speaker_0: No problem, Mr. Aaron. Was there anything else I can help you with today?

Speaker speaker_1: Uh, no, man. Thanks, bro.

Speaker speaker_0: No problem. You have a great rest of your week, man. Thanks for calling Benefits in a Card.

Speaker speaker_1: All right. You too, bye-bye.

Speaker speaker_0: Bye.