

## **Transcript: Malcolm**

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### **Full Transcript**

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? I have a few questions. Um, I was sent some cards but I, I can't... On the cards it has, like, dentals, but I can't tell which card I use for, like, medical visits. Like, which staffing company are you with still? Like, uh, like a HCC Healthcare. Last four of your Social? 6786. First name? Juanita with a J. Last name? Grant. Right. Just for security purposes, can you verify your address and date of birth for me? 83 Natalie Court, Georgetown, South Carolina 29440. And your date of birth? May 15th, 1983. Thank you. So yeah, your phone number 843-359-5991? Yeah. And the email is grantjuanita72@gmail.com? Yes. Thank you. Mm-hmm. All right, so you should... So if it says dental, then that's most likely your dental card. Um, medical, you have to call and request a physical medical card otherwise this one is sent via email. Oh, okay. So did you- Can I do that with you, to request a physical card? Yes, ma'am. I was just asking if you'd like me to do that for you. Yes, sir. All right. And then do I call this number to find out, like, if I'm going to somebody that's in-network, or how does that work? So do you need it for... Do you need it for dental or medical? 'Cause they have two separate websites. Med- Um, medical. All right. For medical, you want to go to multiplan.com. Multiplan.com. Is there any way you can... Well, you probably can't text that to me, right? But it's going to be... I'm just... I'm going to send you, I'm going to send your medical card in your email, so it's going to be a part of... It'll, it'll have these websites on your email. Okay. Okay. You mind if I put you on a brief hold while I get those IDs cards for you? Okay, I don't mind. Thank you. Mm-hmm. Are you there, Ms. Grant? Uh-huh. Right, so quick question. Is that 83 Na- Natalie Court, is that a home or an apartment? That's a home. Okay. And you don't have a PO box or anything? No, I don't. Right. So another question. Have you gotten your vision card yet, or no? Um, let me look in my wallet. I think I do have the vision card. Um... Uh, then again, maybe not. I have a c-... Yes, I do. It says vision coverage employee and children. Okay, cool. All right. So I just sent you your medical card to your email address. Okay. And then I put in a request for the physical card to be sent. Physical card will take one to two weeks, and you should already have the, uh, digital copy in your email. And the emails tell us your medical providers, your dental providers and your vision providers as well. Okay. Thank you so much. Would you be able to verify that you received those before we hang up? All right. Hold on a second. Yes, I have them. All right. Is there, is there anything else I can help you with today, Ms. Grant? No, sir. That's it. If there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your week. You do the same. Thank you. Uh-huh. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker\_1: I have a few questions. Um, I was sent some cards but I, I can't... On the cards it has, like, dentals, but I can't tell which card I use for, like, medical visits.

Speaker speaker\_0: Like, which staffing company are you with still?

Speaker speaker\_1: Like, uh, like a HCC Healthcare.

Speaker speaker\_0: Last four of your Social?

Speaker speaker\_1: 6786.

Speaker speaker\_0: First name?

Speaker speaker\_1: Juanita with a J.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Grant.

Speaker speaker\_0: Right. Just for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: 83 Natalie Court, Georgetown, South Carolina 29440.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: May 15th, 1983.

Speaker speaker\_0: Thank you. So yeah, your phone number 843-359-5991?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And the email is grantjuanita72@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: All right, so you should... So if it says dental, then that's most likely your dental card. Um, medical, you have to call and request a physical medical card otherwise this one is sent via email.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: So did you-

Speaker speaker\_1: Can I do that with you, to request a physical card?

Speaker speaker\_0: Yes, ma'am. I was just asking if you'd like me to do that for you.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: All right.

Speaker speaker\_1: And then do I call this number to find out, like, if I'm going to somebody that's in-network, or how does that work?

Speaker speaker\_0: So do you need it for... Do you need it for dental or medical? 'Cause they have two separate websites.

Speaker speaker\_1: Med- Um, medical.

Speaker speaker\_0: All right. For medical, you want to go to multiplan.com.

Speaker speaker\_1: Multiplan.com. Is there any way you can... Well, you probably can't text that to me, right?

Speaker speaker\_0: But it's going to be... I'm just... I'm going to send you, I'm going to send your medical card in your email, so it's going to be a part of... It'll, it'll have these websites on your email.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_0: You mind if I put you on a brief hold while I get those IDs cards for you?

Speaker speaker\_1: Okay, I don't mind.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Are you there, Ms. Grant?

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: Right, so quick question. Is that 83 Na- Natalie Court, is that a home or an apartment?

Speaker speaker\_1: That's a home.

Speaker speaker\_0: Okay. And you don't have a PO box or anything?

Speaker speaker\_1: No, I don't.

Speaker speaker\_0: Right. So another question. Have you gotten your vision card yet, or no?

Speaker speaker\_1: Um, let me look in my wallet. I think I do have the vision card. Um... Uh, then again, maybe not. I have a c-... Yes, I do. It says vision coverage employee and children.

Speaker speaker\_0: Okay, cool. All right. So I just sent you your medical card to your email address.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then I put in a request for the physical card to be sent. Physical card will take one to two weeks, and you should already have the, uh, digital copy in your email.

And the emails tell us your medical providers, your dental providers and your vision providers as well.

Speaker speaker\_1: Okay. Thank you so much.

Speaker speaker\_0: Would you be able to verify that you received those before we hang up?

Speaker speaker\_1: All right. Hold on a second. Yes, I have them.

Speaker speaker\_0: All right. Is there, is there anything else I can help you with today, Ms. Grant?

Speaker speaker\_1: No, sir. That's it.

Speaker speaker\_0: If there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your week.

Speaker speaker\_1: You do the same.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Uh-huh. Bye-bye.