

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Business Services and the card business. This is Malcolm, how can I help you? Hey, man. This is Decarrio. How you doing? I'm doing good, man. How about you? I'm doing well. Um, I just got... All right, so I just got the card, um, through TRC, which is like a medical card. Mm-hmm. And, um, I was looking, and it says, um, benefits in the card. So when I was calling the multi-plan, the... I guess, because they gave me a whole bunch of providers who my primary doctor would be, 'cause that's what I'm looking for, a primary doctor. And it was asking for my, um, member number, which I don't see it on this card that I have right now. So they told me to give you guys a card... I mean, give you guys a call so we can, you know, figure it out. Great. What staff or company do you work for? Um, TRC. What's the last four of your Social? 0279. First name? Decarrio. D-E-C-A-R-R-I-O. Great. For security purposes, can you verify your address and date of birth for me? Okay. 404 Cabin Drive, and my birth, my birth, um, is 11-28-1989. Is that a home or an apartment? It's a home. All right then I need a city state zip code. Uh, Irmo, 2-29063. Sorry. Mm-hmm. So we got your phone number, 231-903-1021. Um, you guys will have to have that number changed. All right. What's your new number? Okay. It's, um, of course, 231-260-4099. Wait. Say that... You said, "231-260." 4099. Thank you. And the email is blue23189... I mean, 989@icloud.com? Yes. Thank you. So you're saying you need your ID card sent to you? Yeah, just a, a card that says multiple things on here basically. Okay. Mind if I put you on a brief hold while I get those for you? Okay. Thank you. Mm-hmm. Are you there, Mr. Dicario? Mr. Dicario? Yeah. I just sent those ID cards to your email. Okay. Um, let me take a look. You said you just sent it to the email? Yes, sir. It should be from the info@benefitsinacard.com. Okay. Is it gonna be on the inbox or it's gonna be in the junk? Sometimes it does go to spam. Okay. Yeah, okay, I got it. All right. Well, was there anything else I can help you with today, Mr. Dicario? Oh, no, that'll be all. So it says, "Thank you for..." and it says attached to the PDF file. Which is, um, the medical one I download, right? All of those, those are all your ID cards that, that you have available. Okay. Will I find, um... uh... I'm not, I'm not sure which card you have in person, but the medical one is usually only request, only sent physically if it's requested. So if you can call in and request it, then your medical one is probably the one you're looking for. Okay. Yeah, 'cause it was just like the one that I'm seeing right now, that screen. The one with the, uh, multiple things on one card, that's the one I have. Okay. So you... That's your MEC card. You know, the one for medical is, uh, be a... is the one that I labeled medical. Okay. So would this one be good for when I go see a doctor? Yes, sir. Okay. But yeah, it's asking for a member number. That's what I'm most confused about. I don't know why they ask that. I'm not sure how that, those websites work, sir, 'cause we're not, we're not the carrier, we're just the plan administrator for health insurance for staffed economies. Okay. So the one that I need to, um... so like say, for

instance, I want to go make, um, an appointment, 'cause I already know they're gonna ask for it, but they gon... they... I did talk to them, they said, "Well, we just have you as a self..." I think it was a self-pay or self-member or something like that. But yeah, it looks exactly the, it looks exactly on that picture that I, that I got right now. So I'm probably just more likely gon have to go up there and I guess whatever they do is whatever they do. You should... that card that I sent you that says medical should look different than the one you have in person. Yeah, 'cause it, it looks just like the one on the picture, front and back. Are you opening the one that says medical or the one that says MEC? No, let me open the one that says medical. 'Cause the medical one should be different than the MEC one. Okay, which is the, um... so the one I see right now is... no, that's life insurance. Let me take that back. No, see, no, you don't have a life insurance card. Oh, different, okay. So the one I see right now, it says, uh, MetLife, right? That's your vision card. That's I. That's vision card, okay. The one that says, it should say medical. The medical card is the one that's different than... Okay. It should say med- Yeah, it says medical. The medical card should have APL on it. It says American Public Life. The MEC card should have 90 degree benefits on it. Okay. Yeah, 'cause I have the APL, I have that. And I also have the other one you s... I'm sorry, I, I'm just... I'm new to this. I mean, not new to this, but I just moved here, so it's, it's a little different than ba... you know, back home up north. You're fine. No, you're good, man. I understand. Well- So, okay. ... all those cards that I sent you are all the ones that the... I have available to send to you. Okay. So the one I look at is, um, the MultiPlan. Well- Yes, sir. MultiPlan.com. Okay. And then, um, right after that it says member on there. So where do, where do I go from there? Um, I'm not sure. It says, I'm sorry, we don't use that website. That's just the website we're told to send you guys to, to find you, your doctors. So it's just, uh, find a provider? Yes, sir. At the top should say, "Find a provider." And then it's gonna ask you. Okay. It says MultiPlan Network. You're gonna select MultiPlan Limited Benefits Plan. Okay. It says, um... So and then after that I go to provider and then, um, MultiPlan Network, correct? Yes, sir. And you're gonna hit, um, limited benefits plan. Okay. It should be the first option, MultiPlan Limited Benefit Plan. Okay. I, I got that part, and then just hit "Search &..." Uh, "Select & Search"? Yep. Then you put in your... you put in your, um, ZIP code so you can find places in your area to take it. Okay. So, like, so right now I got the ZIP code and it says, uh, "Search by name." So do I have to go through, uh- Yeah. If you click on the... Yeah. If you click on the tab, it'll roll down a menu and it, it gives you options like hospital, laboratory, physical therapy, radiology, urgent care, and then you just click on what type- Okay. ... of establishment you're looking for. Yeah, because I just need a primary doctor. That's all. So would that be, like, family practice? I would assume so. I'm not sure, sir, to be hon- to be honest. Okay. Yeah, because they did send a whole list of, um, the providers that they gave me, and I have the list on my email address. So when I made a call to talk to them, I guess, you know, make an appointment, that's when they as- asked for my member number. Yeah. So you just provide them with the information- But, uh- ... they're asking you. Okay. So I'm probably just going to have to go up there my... and bring this card with me, so they can, I guess, go ahead walk me through it? Mm-hmm. Yeah. I mean, I think that'll be better. All right. Well, was there anything else I can help you with today, sir? Uh, no. You actually helped me out a lot, because I... I'm not gonna lie, I was confused about a lot of things, dude. The, the card, what it looks like, it has, like, multiple things and you sent me the email of what it looks like. It looks exactly, just, just like what I have in the card right now. So you actually did help me out a lot because I thought I was going crazy. No,

you're good, man. Th- that's what I'm here for. So there's nothing else. Thank you for finding benefits in the card. I hope you have a great rest of your week, man. Yeah, you too. Thank you. No problem. Thank you. All right. Yep. Bye. Bye.

Conversation Format

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

Speaker speaker_1: Thanks for calling Business Services and the card business. This is Malcolm, how can I help you?

Speaker speaker_2: Hey, man. This is Decarrio. How you doing?

Speaker speaker_1: I'm doing good, man. How about you?

Speaker speaker_2: I'm doing well. Um, I just got... All right, so I just got the card, um, through TRC, which is like a medical card.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And, um, I was looking, and it says, um, benefits in the card. So when I was calling the multi-plan, the... I guess, because they gave me a whole bunch of providers who my primary doctor would be, 'cause that's what I'm looking for, a primary doctor. And it was asking for my, um, member number, which I don't see it on this card that I have right now. So they told me to give you guys a card... I mean, give you guys a call so we can, you know, figure it out.

Speaker speaker_1: Great. What staff or company do you work for?

Speaker speaker_2: Um, TRC.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 0279.

Speaker speaker_1: First name?

Speaker speaker_2: Decarrio. D-E-C-A-R-R-I-O.

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

Speaker speaker_2: Okay. 404 Cabin Drive, and my birth, my birth, um, is 11-28-1989.

Speaker speaker_1: Is that a home or an apartment?

Speaker speaker_2: It's a home.

Speaker speaker_1: All right then I need a city state zip code.

Speaker speaker_2: Uh, Irmo, 2-29063. Sorry.

Speaker speaker_1: Mm-hmm. So we got your phone number, 231-903-1021.

Speaker speaker_2: Um, you guys will have to have that number changed.

Speaker speaker_1: All right. What's your new number?

Speaker speaker_2: Okay. It's, um, of course, 231-260-4099.

Speaker speaker_1: Wait. Say that... You said, "231-260."

Speaker speaker_2: 4099.

Speaker speaker_1: Thank you. And the email is blue23189... I mean, 989@icloud.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. So you're saying you need your ID card sent to you?

Speaker speaker_2: Yeah, just a, a card that says multiple things on here basically.

Speaker speaker_1: Okay. Mind if I put you on a brief hold while I get those for you?

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Are you there, Mr. Dicario? Mr. Dicario?

Speaker speaker_2: Yeah.

Speaker speaker_1: I just sent those ID cards to your email.

Speaker speaker_2: Okay. Um, let me take a look. You said you just sent it to the email?

Speaker speaker_1: Yes, sir. It should be from the info@benefitsinacard.com.

Speaker speaker_2: Okay. Is it gonna be on the inbox or it's gonna be in the junk?

Speaker speaker_1: Sometimes it does go to spam.

Speaker speaker_2: Okay. Yeah, okay, I got it.

Speaker speaker_1: All right. Well, was there anything else I can help you with today, Mr. Dicario?

Speaker speaker_2: Oh, no, that'll be all. So it says, "Thank you for..." and it says attached to the PDF file. Which is, um, the medical one I download, right?

Speaker speaker_1: All of those, those are all your ID cards that, that you have available.

Speaker speaker_2: Okay. Will I find, um... uh...

Speaker speaker_1: I'm not, I'm not sure which card you have in person, but the medical one is usually only request, only sent physically if it's requested. So if you can call in and request

it, then your medical one is probably the one you're looking for.

Speaker speaker_2: Okay. Yeah, 'cause it was just like the one that I'm seeing right now, that screen. The one with the, uh, multiple things on one card, that's the one I have.

Speaker speaker_1: Okay. So you... That's your MEC card. You know, the one for medical is, uh, be a... is the one that I labeled medical.

Speaker speaker_2: Okay. So would this one be good for when I go see a doctor?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. But yeah, it's asking for a member number. That's what I'm most confused about. I don't know why they ask that.

Speaker speaker_1: I'm not sure how that, those websites work, sir, 'cause we're not, we're not the carrier, we're just the plan administrator for health insurance for staffed economies.

Speaker speaker_2: Okay. So the one that I need to, um... so like say, for instance, I want to go make, um, an appointment, 'cause I already know they're gonna ask for it, but they gon... they... I did talk to them, they said, "Well, we just have you as a self..." I think it was a self-pay or self-member or something like that. But yeah, it looks exactly the, it looks exactly on that picture that I, that I got right now. So I'm probably just more likely gon have to go up there and I guess whatever they do is whatever they do.

Speaker speaker_1: You should... that card that I sent you that says medical should look different than the one you have in person.

Speaker speaker_2: Yeah, 'cause it, it looks just like the one on the picture, front and back.

Speaker speaker_1: Are you opening the one that says medical or the one that says MEC?

Speaker speaker_2: No, let me open the one that says medical.

Speaker speaker_1: 'Cause the medical one should be different than the MEC one.

Speaker speaker_2: Okay, which is the, um... so the one I see right now is... no, that's life insurance. Let me take that back.

Speaker speaker_1: No, see, no, you don't have a life insurance card.

Speaker speaker_2: Oh, different, okay. So the one I see right now, it says, uh, MetLife, right?

Speaker speaker_1: That's your vision card.

Speaker speaker_2: That's I. That's vision card, okay.

Speaker speaker_1: The one that says, it should say medical. The medical card is the one that's different than...

Speaker speaker_2: Okay.

Speaker speaker_1: It should say med-

Speaker speaker_2: Yeah, it says medical.

Speaker speaker_1: The medical card should have APL on it. It says American Public Life. The MEC card should have 90 degree benefits on it.

Speaker speaker_2: Okay. Yeah, 'cause I have the APL, I have that. And I also have the other one you s... I'm sorry, I, I'm just... I'm new to this. I mean, not new to this, but I just moved here, so it's, it's a little different than ba... you know, back home up north.

Speaker speaker_1: You're fine. No, you're good, man. I understand. Well-

Speaker speaker_2: So, okay.

Speaker speaker_1: ... all those cards that I sent you are all the ones that the... I have available to send to you.

Speaker speaker_2: Okay. So the one I look at is, um, the MultiPlan. Well-

Speaker speaker_1: Yes, sir.

Speaker speaker_3: MultiPlan.com.

Speaker speaker_2: Okay. And then, um, right after that it says member on there. So where do, where do I go from there?

Speaker speaker_1: Um, I'm not sure. It says, I'm sorry, we don't use that website. That's just the website we're told to send you guys to, to find you, your doctors.

Speaker speaker_2: So it's just, uh, find a provider?

Speaker speaker_1: Yes, sir. At the top should say, "Find a provider." And then it's gonna ask you.

Speaker speaker_2: Okay.

Speaker speaker_1: It says MultiPlan Network. You're gonna select MultiPlan Limited Benefits Plan.

Speaker speaker_2: Okay. It says, um... So and then after that I go to provider and then, um, MultiPlan Network, correct?

Speaker speaker_1: Yes, sir. And you're gonna hit, um, limited benefits plan.

Speaker speaker_2: Okay.

Speaker speaker_1: It should be the first option, MultiPlan Limited Benefit Plan.

Speaker speaker_2: Okay. I, I got that part, and then just hit "Search &..." Uh, "Select & Search"?

Speaker speaker_1: Yep. Then you put in your... you put in your, um, ZIP code so you can find places in your area to take it.

Speaker speaker_2: Okay. So, like, so right now I got the ZIP code and it says, uh, "Search by name." So do I have to go through, uh-

Speaker speaker_1: Yeah. If you click on the... Yeah. If you click on the tab, it'll roll down a menu and it, it gives you options like hospital, laboratory, physical therapy, radiology, urgent care, and then you just click on what type-

Speaker speaker_2: Okay.

Speaker speaker_1: ... of establishment you're looking for.

Speaker speaker_2: Yeah, because I just need a primary doctor. That's all. So would that be, like, family practice?

Speaker speaker_1: I would assume so. I'm not sure, sir, to be hon- to be honest.

Speaker speaker_2: Okay. Yeah, because they did send a whole list of, um, the providers that they gave me, and I have the list on my email address. So when I made a call to talk to them, I guess, you know, make an appointment, that's when they as- asked for my member number.

Speaker speaker_1: Yeah. So you just provide them with the information-

Speaker speaker_2: But, uh-

Speaker speaker_1: ... they're asking you.

Speaker speaker_2: Okay. So I'm probably just going to have to go up there my... and bring this card with me, so they can, I guess, go ahead walk me through it?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Yeah. I mean, I think that'll be better.

Speaker speaker_1: All right. Well, was there anything else I can help you with today, sir?

Speaker speaker_2: Uh, no. You actually helped me out a lot, because I... I'm not gonna lie, I was confused about a lot of things, dude. The, the card, what it looks like, it has, like, multiple things and you sent me the email of what it looks like. It looks exactly, just, just like what I have in the card right now. So you actually did help me out a lot because I thought I was going crazy.

Speaker speaker_1: No, you're good, man. Th- that's what I'm here for. So there's nothing else. Thank you for finding benefits in the card. I hope you have a great rest of your week, man.

Speaker speaker_2: Yeah, you too. Thank you.

Speaker speaker_1: No problem. Thank you.

Speaker speaker_2: All right. Yep. Bye.

Speaker speaker_1: Bye.