

## Transcript: Chris Sofield

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### Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hi, yes. Um, what... so the Benefits in a Card, um, what's the insurance name? Is that what I use? Uh, so the... the name of the insurance carrier is dependent on which policy you've selected. If you've selected the Stay Healthy Plan or MEC plan, then the carrier is 90 Degree Benefits. But if you sta- if you selected the Indemnity Plan, then the coverage is through a company called American Public Life. Okay. So, how do you find out if your doctor takes it? How do you find out... How do I find out if my current doctor takes it? All medical providers are going to be through the MultiPlan network. So, if you go to multiplan.com, then, um, you can... uh, you can check to see what providers are in your area that are part of that network. Um, it doesn't... It... All the medical plans utilize that, that network, so it doesn't matter which plan you've selected. The... those doctors are going to be able to, to see you for, for either one. I don't understand. So... so which one are you gonna pick? Highest one. You told me to. All right. But you also get the... the VIP and the other one that pays for preventives- preventative stuff, right? So, can I enroll with you or do I have to enroll with work? You... You can enroll over the phone with me. What staffing company do you work with? Um, I work for... Focus Workforce Management. Thank you. And the last four of your Social? 8344- Thank you. Your first and last name? We gotta see if your- Insurance. ... if they take your... that insurance. Yeah. So you have to ask them what is... What do we... Ask them if they take TriValley. Does TriValley participate with Focus? Can you check to see if a doc... If you can... See if my doctor accepts your- the insurance? No, ma'am, because we are not the insurance carrier nor are we anything related to the network. We are the enrollment administrator for Focus Workforce Management. So, to determine if a provider is in network, you'll have to go to multiplan.com. Multiplan.com. And what is the... the best insurance? What is the... what is- What is- ... the name that we tell them? ... the best insurance? That... That is not a question I can answer, as that is considered a recommendation and we are not allowed to give those. What is it? Multiplan.com? Yeah. All right. Okay. Can I call back in a few minutes? That is perfectly fine. We're here until 8:00 PM Eastern. Thank you. You're welcome. Have a good day.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker\_1: Hi, yes. Um, what... so the Benefits in a Card, um, what's the insurance name? Is that what I use?

Speaker speaker\_0: Uh, so the... the name of the insurance carrier is dependent on which policy you've selected. If you've selected the Stay Healthy Plan or MEC plan, then the carrier is 90 Degree Benefits. But if you sta- if you selected the Indemnity Plan, then the coverage is through a company called American Public Life.

Speaker speaker\_1: Okay.

Speaker speaker\_2: So, how do you find out if your doctor takes it?

Speaker speaker\_1: How do you find out... How do I find out if my current doctor takes it?

Speaker speaker\_0: All medical providers are going to be through the MultiPlan network. So, if you go to multiplan.com, then, um, you can... uh, you can check to see what providers are in your area that are part of that network. Um, it doesn't... It... All the medical plans utilize that, that network, so it doesn't matter which plan you've selected. The... those doctors are going to be able to, to see you for, for either one.

Speaker speaker\_2: I don't understand. So... so which one are you gonna pick?

Speaker speaker\_1: Highest one. You told me to.

Speaker speaker\_2: All right. But you also get the... the VIP and the other one that pays for preventives- preventative stuff, right?

Speaker speaker\_1: So, can I enroll with you or do I have to enroll with work?

Speaker speaker\_0: You... You can enroll over the phone with me. What staffing company do you work with?

Speaker speaker\_1: Um, I work for... Focus Workforce Management.

Speaker speaker\_0: Thank you. And the last four of your Social?

Speaker speaker\_1: 8344-

Speaker speaker\_0: Thank you. Your first and last name?

Speaker speaker\_2: We gotta see if your-

Speaker speaker\_1: Insurance.

Speaker speaker\_2: ... if they take your... that insurance.

Speaker speaker\_1: Yeah.

Speaker speaker\_3: So you have to ask them what is... What do we... Ask them if they take TriValley. Does TriValley participate with Focus?

Speaker speaker\_1: Can you check to see if a doc... If you can... See if my doctor accepts your- the insurance?

Speaker speaker\_0: No, ma'am, because we are not the insurance carrier nor are we anything related to the network. We are the enrollment administrator for Focus Workforce Management. So, to determine if a provider is in network, you'll have to go to multiplan.com.

Speaker speaker\_2: Multiplan.com.

Speaker speaker\_3: And what is the... the best insurance? What is the... what is-

Speaker speaker\_1: What is-

Speaker speaker\_3: ... the name that we tell them?

Speaker speaker\_1: ... the best insurance?

Speaker speaker\_0: That... That is not a question I can answer, as that is considered a recommendation and we are not allowed to give those.

Speaker speaker\_2: What is it? Multiplan.com?

Speaker speaker\_1: Yeah.

Speaker speaker\_2: All right.

Speaker speaker\_1: Okay. Can I call back in a few minutes?

Speaker speaker\_0: That is perfectly fine. We're here until 8:00 PM Eastern.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: You're welcome. Have a good day.