

## Transcript: Chris Sofield

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### Full Transcript

Hello? ... card. This is Chris. How can I help you today? Ah, ah, today it's my schedule, uh, I supposed to talk by my doctor, but, uh, I didn't hear. Uh, I lost my call. Okay. Hello? So, are you trying to get a copy of your insurance card? Uh... I, yest-... Yesterday, I made appointment with doctor of, um, phone, phone appointment. And my doctor's, uh, supposed to call me and I saw this number. I, I thought it's my doctor. You are my doctor? No. We are not your doctor. Oh. I have insurance, uh, in your insurance benefits. So, okay. So, we're a plan- So, how- So, we're a plan administrator for health insurance benefits for a staffing company, but we're not your doctor's office. Well, how can I, uh, find, uh... I, I should pay insurance, you know? But, uh, two times I try to connect my doctor but I still didn't find my doctor. Oh. And I... Okay, but we're- ... don't know how to do. We're not your doctor's office and we're not a doctor's office in general. So, we can't help you with that. Okay. So, how can I find out to my doctor? I paid my insurance. Your... So, are you... are you trying to find a doctor or are you trying to get in contact with your doctor? I trying to contact doctor. I know how... Uh, doctor. I got, uh, insurance, but- So- ... that's... So- Okay. So, ma'am. ... you... But my question, my question is do you have a doctor and you're trying to contact them or are you trying to find a doctor? Trying to find a doctor. Okay. So, you'll go to multiplan.com and utilize the resources there. Multi plan doctor? Yeah, multiplan.com. That's, that's the website. Ah. That will show you- Okay. That's the website that will show you the list of doctors in your area. I see. Okay, thank you so much. It's good for new... good for information for me. Now I am understood. Uh, multi, multi- Multiplan.com. Ah, multiplan.com. Thank you so much, sir. Have a nice day. Yep. You as well. Thanks for calling. Bye now. Multiplan.

### Conversation Format

Speaker speaker\_0: Hello?

Speaker speaker\_1: ... card. This is Chris. How can I help you today?

Speaker speaker\_0: Ah, ah, today it's my schedule, uh, I supposed to talk by my doctor, but, uh, I didn't hear. Uh, I lost my call.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Hello?

Speaker speaker\_1: So, are you trying to get a copy of your insurance card?

Speaker speaker\_0: Uh... I, yest-... Yesterday, I made appointment with doctor of, um, phone, phone appointment. And my doctor's, uh, supposed to call me and I saw this number. I, I thought it's my doctor. You are my doctor?

Speaker speaker\_1: No. We are not your doctor.

Speaker speaker\_0: Oh. I have insurance, uh, in your insurance benefits.

Speaker speaker\_1: So, okay. So, we're a plan-

Speaker speaker\_0: So, how-

Speaker speaker\_1: So, we're a plan administrator for health insurance benefits for a staffing company, but we're not your doctor's office.

Speaker speaker\_0: Well, how can I, uh, find, uh... I, I should pay insurance, you know? But, uh, two times I try to connect my doctor but I still didn't find my doctor.

Speaker speaker\_1: Oh.

Speaker speaker\_0: And I...

Speaker speaker\_1: Okay, but we're-

Speaker speaker\_0: ... don't know how to do.

Speaker speaker\_1: We're not your doctor's office and we're not a doctor's office in general. So, we can't help you with that.

Speaker speaker\_0: Okay. So, how can I find out to my doctor? I paid my insurance.

Speaker speaker\_1: Your... So, are you... are you trying to find a doctor or are you trying to get in contact with your doctor?

Speaker speaker\_0: I trying to contact doctor. I know how... Uh, doctor. I got, uh, insurance, but-

Speaker speaker\_1: So-

Speaker speaker\_0: ... that's... So-

Speaker speaker\_1: Okay. So, ma'am.

Speaker speaker\_0: ... you...

Speaker speaker\_1: But my question, my question is do you have a doctor and you're trying to contact them or are you trying to find a doctor?

Speaker speaker\_0: Trying to find a doctor.

Speaker speaker\_1: Okay. So, you'll go to [multiplan.com](https://multiplan.com) and utilize the resources there.

Speaker speaker\_0: Multi plan doctor?

Speaker speaker\_1: Yeah, [multiplan.com](https://multiplan.com). That's, that's the website.

Speaker speaker\_0: Ah.

Speaker speaker\_1: That will show you-

Speaker speaker\_0: Okay.

Speaker speaker\_1: That's the website that will show you the list of doctors in your area.

Speaker speaker\_0: I see. Okay, thank you so much. It's good for new... good for information for me. Now I am understood. Uh, multi, multi-

Speaker speaker\_1: Multiplan.com.

Speaker speaker\_0: Ah, multiplan.com. Thank you so much, sir. Have a nice day.

Speaker speaker\_1: Yep. You as well. Thanks for calling. Bye now.

Speaker speaker\_0: Multiplan.