

## Transcript: Estefania

**Acevedo-4683534425702400-4762315366645760**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, I'm trying to figure out how to use my benefits. Um, I was trying to just get a doctor appointment, and I'm not n- even sure who to, what I'm supposed to do. Can you help me with that? Okay, yeah. Yes, ma'am. Um, what type of agency do you work for? Creative Circle. Okay. And then, what is the last four of your Social? 8591. And your first and last name, please? Elizabeth Morgan. Okay, thank you. For security purposes, can you please verify your address and date of birth? 709 59th Street, uh, Oakland, California 94609. Date of birth says September 16th, 1972. 341-4295 is your phone number? Correct. And then I have elizmorgan@sbcglobal.net and lizmorgan@usa.net. Is that today? Yes. Okay. And then, um, were you trying to, um, go to dentist, vision, or your preventatives? Um, I think I've f- figured out the dentist thing. Um, so now I'm just trying to do like a preventative care with that. Is it... Okay. Um, do you have your card by any chance already or do you want me to send it to you? No, I have it. Okay. So, since you are... With the plan that you chose, you are required to stay within the network to be covered. Mm-hmm. Um, so you have to contact Multi, um, MultiPlan. And then their phone number, I can go ahead and provide to you as well as I can transfer you as well. And then they'll let you know where you can go. And then from there, you'll just go and then provide your information. Okay. Um... Mm-hmm. Sorry, I'm just looking at... So, who did I just call? I just tried to get on the Walmart Virtual Care thing, which sent me to some other site, and then she had no idea what I was talking about. Hmm. So I wanna call... It's so confusing. Um, so, okay, so I wanna call MultiPlan. Mm-hmm. Yes, ma'am. And then... And then their phone number is 800-457-1403. That's the number that you're always gonna call to find a provider. And then if you ever have questions regarding if a certain service is covered, like, for example, if you're ever curious if a colonoscopy is covered, who you have to ask is the carrier, which for the plan that you have is 90 Degrees. And I have their phone number also. Okay, sorry. So... Pardon me. I'm having a coughing fit right now. Um, so... Okay, so I call MultiPlan... To find providers. ... to find a provider. Correct, mm-hmm. Okay. And then tell me what the other organization was again? And then 90 Degrees is the carrier for your plan, which is the NEC TeleRMs. So, if you ever have questions regarding if a service is covered, that's who you call to ask and get verification. So, for example, if you ever wanna know if a pap smear is something that this plan covers, who you, would verify that with you is 90 Degrees, who's the carrier. And I have their phone number. So, in other words, for questions, you contact 90 Degrees, and to find a provider, you contact MultiPlan. Okay. So yeah, if I could have 90 Degrees' phone number- The number? ... that would be great. Mm-hmm. That's gonna be 833-4296, option one. So again, 833-4296, option one. So for questions, 90 Degrees, the number that ends in 4296. And to find providers, MultiPlan, the number that ends in 1403. And I also have a website. Okay. If you want the website as well. Um, I think I'll

just call because I feel like every time I get on one of these websites, they're just not super helpful. Okay, yeah. That's fine. Okay, so then... So what then, what is the Walmart Virtual Care thing? Let me verify. Let's see. Let me open your guide real quick. It's Virtual Urgent Care. So, if you ever, um, need a s- like, medical assistance virtually, it's just, um, via telephone or video call with medical providers. And I believe they have s- Okay, so that's urgent care only. Correct, virtual. Mm-hmm. Okay, urgent care only, virtual. That'll help. And I believe they actually send you a email, um, regarding your registration for that as well as for your free RX. You should be getting two different emails or should have received them. Okay. So I would look for those- Fair enough. ... that sending you another email. Okay. Okay. All right, this has been incredibly helpful. I really appreciate your help. You're welcome. And then do you want me to transfer you to m- that number for the providers? You know, I think I need to start with 90 Degrees because... Okay. I'm looking to see whether they cover an, an endocrinologist visit. So I think - Gotcha. ... I have to start with them. Yeah, you do have to ask. Yeah. Okay. Yeah. Okay. Um, do you want me to transfer you? All right. Yeah, that'd be great. Okay. Well, I hope you have a great day. I'm gonna go ahead and transfer your call. Thank you so much for your help. You have a good day too. Thank you. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hi, I'm trying to figure out how to use my benefits. Um, I was trying to just get a doctor appointment, and I'm not n- even sure who to, what I'm supposed to do. Can you help me with that?

Speaker speaker\_0: Okay, yeah. Yes, ma'am. Um, what type of agency do you work for?

Speaker speaker\_1: Creative Circle.

Speaker speaker\_0: Okay. And then, what is the last four of your Social?

Speaker speaker\_1: 8591.

Speaker speaker\_0: And your first and last name, please?

Speaker speaker\_1: Elizabeth Morgan.

Speaker speaker\_0: Okay, thank you. For security purposes, can you please verify your address and date of birth?

Speaker speaker\_1: 709 59th Street, uh, Oakland, California 94609. Date of birth says September 16th, 1972.

Speaker speaker\_0: 341-4295 is your phone number?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And then I have elizmorgan@sbcglobal.net and lizmorgan@usa.net. Is that today?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And then, um, were you trying to, um, go to dentist, vision, or your preventatives?

Speaker speaker\_1: Um, I think I've f- figured out the dentist thing. Um, so now I'm just trying to do like a preventative care with that.

Speaker speaker\_0: Is it... Okay. Um, do you have your card by any chance already or do you want me to send it to you?

Speaker speaker\_1: No, I have it.

Speaker speaker\_0: Okay. So, since you are... With the plan that you chose, you are required to stay within the network to be covered.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Um, so you have to contact Multi, um, MultiPlan. And then their phone number, I can go ahead and provide to you as well as I can transfer you as well. And then they'll let you know where you can go. And then from there, you'll just go and then provide your information.

Speaker speaker\_1: Okay. Um...

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Sorry, I'm just looking at... So, who did I just call? I just tried to get on the Walmart Virtual Care thing, which sent me to some other site, and then she had no idea what I was talking about.

Speaker speaker\_0: Hmm.

Speaker speaker\_1: So I wanna call... It's so confusing. Um, so, okay, so I wanna call MultiPlan.

Speaker speaker\_0: Mm-hmm. Yes, ma'am.

Speaker speaker\_1: And then...

Speaker speaker\_0: And then their phone number is 800-457-1403. That's the number that you're always gonna call to find a provider. And then if you ever have questions regarding if a certain service is covered, like, for example, if you're ever curious if a colonoscopy is covered, who you have to ask is the carrier, which for the plan that you have is 90 Degrees. And I have their phone number also.

Speaker speaker\_1: Okay, sorry. So... Pardon me. I'm having a coughing fit right now. Um, so... Okay, so I call MultiPlan...

Speaker speaker\_0: To find providers.

Speaker speaker\_1: ... to find a provider.

Speaker speaker\_0: Correct, mm-hmm.

Speaker speaker\_1: Okay. And then tell me what the other organization was again?

Speaker speaker\_0: And then 90 Degrees is the carrier for your plan, which is the NEC TeleRMs. So, if you ever have questions regarding if a service is covered, that's who you call to ask and get verification. So, for example, if you ever wanna know if a pap smear is something that this plan covers, who you, would verify that with you is 90 Degrees, who's the carrier. And I have their phone number. So, in other words, for questions, you contact 90 Degrees, and to find a provider, you contact MultiPlan.

Speaker speaker\_1: Okay. So yeah, if I could have 90 Degrees' phone number-

Speaker speaker\_0: The number?

Speaker speaker\_1: ... that would be great.

Speaker speaker\_0: Mm-hmm. That's gonna be 833-4296, option one. So again, 833-4296, option one. So for questions, 90 Degrees, the number that ends in 4296. And to find providers, MultiPlan, the number that ends in 1403. And I also have a website.

Speaker speaker\_1: Okay.

Speaker speaker\_0: If you want the website as well.

Speaker speaker\_1: Um, I think I'll just call because I feel like every time I get on one of these websites, they're just not super helpful.

Speaker speaker\_0: Okay, yeah. That's fine.

Speaker speaker\_1: Okay, so then... So what then, what is the Walmart Virtual Care thing?

Speaker speaker\_0: Let me verify. Let's see. Let me open your guide real quick. It's Virtual Urgent Care. So, if you ever, um, need a s- like, medical assistance virtually, it's just, um, via telephone or video call with medical providers. And I believe they have s-

Speaker speaker\_1: Okay, so that's urgent care only.

Speaker speaker\_0: Correct, virtual. Mm-hmm.

Speaker speaker\_1: Okay, urgent care only, virtual. That'll help.

Speaker speaker\_0: And I believe they actually send you a email, um, regarding your registration for that as well as for your free RX. You should be getting two different emails or should have received them.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So I would look for those-

Speaker speaker\_1: Fair enough.

Speaker speaker\_0: ... that sending you another email.

Speaker speaker\_1: Okay. Okay. All right, this has been incredibly helpful. I really appreciate your help.

Speaker speaker\_0: You're welcome. And then do you want me to transfer you to m- that number for the providers?

Speaker speaker\_1: You know, I think I need to start with 90 Degrees because...

Speaker speaker\_0: Okay.

Speaker speaker\_1: I'm looking to see whether they cover an, an endocrinologist visit. So I think -

Speaker speaker\_0: Gotcha.

Speaker speaker\_1: ... I have to start with them.

Speaker speaker\_0: Yeah, you do have to ask.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Yeah.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, do you want me to transfer you?

Speaker speaker\_1: All right. Yeah, that'd be great.

Speaker speaker\_0: Okay. Well, I hope you have a great day. I'm gonna go ahead and transfer your call.

Speaker speaker\_1: Thank you so much for your help. You have a good day too.

Speaker speaker\_0: Thank you. Bye.