

## **Transcript: Estefania**

**Acevedo-5814998821814272-6615962776551424**

### **Full Transcript**

Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Hi, Stephanie. Um, I just had a quick question. Um, for looking up medical providers through APL- Mm-hmm. ... it's saying to go visit Multiplan. But then when I go there- Yes, ma'am. ... like I don't know which network I'm on because it doesn't say it on the card. Uh, what plan do you have? Um, this is American Public Life, the VIP Classic, I believe. Okay. Um, can I open your file up actually? Um, yeah. ... What type of agency do you work for? Uh, I work for Nor staffing group. Okay. And then what are the last four of your Social? It's 8049. Okay. For security purposes, Elizabeth, can you verify your address and date of birth? Yeah. So it's 361 Thompsons Avenue, Apartment 30, uh, Brooklyn, New York, 11216. And then birthday is January 5th, 2000. Is 832-403-6313 your phone number? I'm sorry. My phone number? Yes. Mm-hmm. Uh, yeah. This number, 832-403-6313. Okay. And then I have ekim9722 at gmail.com. Is that up to date? Yeah. Okay. You said regarding your VIP Classic, right? Yeah. Okay. Is that... Yeah. So for your VIP Classic, um, if you want to find the list of preferred providers, you do have to contact that 1403 number and then you actually don't have to stay within the network with the VIP Classic. As long as they take your insurance, you can use it outside of network. That one doesn't require you to just use the providers within the network. As long as they take that insurance, um, if you're out of network, then you should be able to use it. But to find providers, you do have to contact that 1403 number. Wait. I'm sorry. Could you repeat? Yeah. So I have to, so I have to call them to see? So, you're, you're trying to find providers, right? Yeah. I, I just realized that, um, the PT facility I go to, they don't accept the new insurance I'm on. So I'm just trying- Oh, okay. ... to go, which- So you can't go to... Yeah. Yeah. Yeah. So you do have to contact the Multiplan, um, because that number that ends in 80... I'm sorry, 800-457-1403 gives you access to the list of providers. Um, do you have their phone number by any chance? Wait. You said the number ending, ending in 1403? Yes. Okay. I, I see it on this email. So I need to contact them to see which network I'm in? No. To find a list of preferred providers. For the, for American Public Life? Yes. For the VIP Classic plan. Ah. I see. Okay. Um- Yeah. So if you want to find like a doctor or where to go, um, now that you know that wherever you used to go doesn't take that VIP Classic plan, um, you would have to contact the Multiplan network. That's the network that you would call and then they would give you the list of providers that take that insurance, which for your medical plan is the VIP Classic. So you would have to call that number that ends in 1403. Okay. Um, I don't know if you're able to answer this, but in regards- Mm-hmm. ... for physical therapy, do you have like the coverage for that, if they're able to accept it? So, um, whenever you have a question regarding if a particular service is covered or not, um, who you would have to ask that to is the carrier. Since we're just the healthcare administrators, I can just go based off what the packet says, um, and it doesn't specify if physical therapy is covered and how much of it is covered.

So I could always transfer you to American Public Life, 'cause that's something you would have to ask the carrier which is, um... And then to find a list of providers, you would have to call the Multiplan. Um, I was gonna ask you- Yeah. ... did you want me to send you that in a email? Like the number- Uh- ... the Multiplan number? That one ends in 1403. Yeah. I have the m- the Multiplan one. I don't think I have a number for American Public Life though. Oh, well, I can look at it on the card. I can give you... It ends in 8606. Oh, I see it here. Okay. Yeah. So for questions regarding if a certain service is covered with the insurance that you have, you would have to call the carrier, which for your dental and your VIP Classic is American Public Life. So the number that ends in 8606. And to find providers, you would have to contact, um, for your medical plan, the one that ends in 1403, which is the Multiplan network. That's the network that you contact to find, um, medical providers. I see. Okay. Thank you so much for the clarification. I appreciate it. So- You're welcome. Did, did that make a little bit more sense? Yeah. Uh. Yeah. That made a lot more sense. It's just a little bit complicated. Okay. Did you want me to transfer you, um, to APL just so that, like, you can get that question out of your mind regarding the therapy? Yeah. If they're, if they're still open, yeah, I would appreciate it. Okay. I can transfer you. Did you want me to provide that phone number to you just in case your call was to disconnect? Uh, no. I have it here on the card. Okay. I'm about to transfer you to American Public Life. That's who you can ask regarding that question that you have. And then just remember to find the list of medical providers, you have to contact Multiplan, which is the number that ends in 1403. Okay? Okay. Thank you so much, Stephanie. You're welcome. Um, I hope you have a great day. I'm about to transfer your call. Okay. Thank you. Have a good night. Thank you.

## Conversation Format

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

Speaker speaker\_1: Hi, Stephanie. Um, I just had a quick question. Um, for looking up medical providers through APL-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... it's saying to go visit Multiplan. But then when I go there-

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: ... like I don't know which network I'm on because it doesn't say it on the card.

Speaker speaker\_0: Uh, what plan do you have?

Speaker speaker\_1: Um, this is American Public Life, the VIP Classic, I believe.

Speaker speaker\_0: Okay. Um, can I open your file up actually?

Speaker speaker\_1: Um, yeah. ...

Speaker speaker\_0: What type of agency do you work for?

Speaker speaker\_1: Uh, I work for Nor staffing group.

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

Speaker speaker\_1: It's 8049.

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

Speaker speaker\_1: Yeah. So it's 361 Thompsons Avenue, Apartment 30, uh, Brooklyn, New York, 11216. And then birthday is January 5th, 2000.

Speaker speaker\_0: Is 832-403-6313 your phone number?

Speaker speaker\_1: I'm sorry. My phone number?

Speaker speaker\_0: Yes. Mm-hmm.

Speaker speaker\_1: Uh, yeah. This number, 832-403-6313.

Speaker speaker\_0: Okay. And then I have ekim9722 at gmail.com. Is that up to date?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. You said regarding your VIP Classic, right?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Is that... Yeah. So for your VIP Classic, um, if you want to find the list of preferred providers, you do have to contact that 1403 number and then you actually don't have to stay within the network with the VIP Classic. As long as they take your insurance, you can use it outside of network. That one doesn't require you to just use the providers within the network. As long as they take that insurance, um, if you're out of network, then you should be able to use it. But to find providers, you do have to contact that 1403 number.

Speaker speaker\_1: Wait. I'm sorry. Could you repeat?

Speaker speaker\_0: Yeah.

Speaker speaker\_1: So I have to, so I have to call them to see?

Speaker speaker\_0: So, you're, you're trying to find providers, right?

Speaker speaker\_1: Yeah. I, I just realized that, um, the PT facility I go to, they don't accept the new insurance I'm on. So I'm just trying-

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: ... to go, which-

Speaker speaker\_0: So you can't go to...

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Yeah. Yeah. So you do have to contact the Multiplan, um, because that number that ends in 80... I'm sorry, 800-457-1403 gives you access to the list of providers. Um, do you have their phone number by any chance?

Speaker speaker\_1: Wait. You said the number ending, ending in 1403?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay. I, I see it on this email. So I need to contact them to see which network I'm in?

Speaker speaker\_0: No. To find a list of preferred providers.

Speaker speaker\_1: For the, for American Public Life?

Speaker speaker\_0: Yes. For the VIP Classic plan.

Speaker speaker\_1: Ah. I see. Okay. Um-

Speaker speaker\_0: Yeah. So if you want to find like a doctor or where to go, um, now that you know that wherever you used to go doesn't take that VIP Classic plan, um, you would have to contact the Multiplan network. That's the network that you would call and then they would give you the list of providers that take that insurance, which for your medical plan is the VIP Classic. So you would have to call that number that ends in 1403.

Speaker speaker\_1: Okay. Um, I don't know if you're able to answer this, but in regards-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... for physical therapy, do you have like the coverage for that, if they're able to accept it?

Speaker speaker\_0: So, um, whenever you have a question regarding if a particular service is covered or not, um, who you would have to ask that to is the carrier. Since we're just the healthcare administrators, I can just go based off what the packet says, um, and it doesn't specify if physical therapy is covered and how much of it is covered. So I could always transfer you to American Public Life, 'cause that's something you would have to ask the carrier which is, um... And then to find a list of providers, you would have to call the Multiplan. Um, I was gonna ask you-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... did you want me to send you that in a email? Like the number-

Speaker speaker\_1: Uh-

Speaker speaker\_0: ... the Multiplan number? That one ends in 1403.

Speaker speaker\_1: Yeah. I have the m- the Multiplan one. I don't think I have a number for American Public Life though. Oh, well, I can look at it on the card.

Speaker speaker\_0: I can give you... It ends in 8606.

Speaker speaker\_1: Oh, I see it here. Okay.

Speaker speaker\_0: Yeah. So for questions regarding if a certain service is covered with the insurance that you have, you would have to call the carrier, which for your dental and your VIP Classic is American Public Life. So the number that ends in 8606. And to find providers, you would have to contact, um, for your medical plan, the one that ends in 1403, which is the Multiplan network. That's the network that you contact to find, um, medical providers.

Speaker speaker\_1: I see. Okay. Thank you so much for the clarification. I appreciate it. So-

Speaker speaker\_0: You're welcome. Did, did that make a little bit more sense?

Speaker speaker\_1: Yeah. Uh. Yeah. That made a lot more sense. It's just a little bit complicated.

Speaker speaker\_0: Okay. Did you want me to transfer you, um, to APL just so that, like, you can get that question out of your mind regarding the therapy?

Speaker speaker\_1: Yeah. If they're, if they're still open, yeah, I would appreciate it.

Speaker speaker\_0: Okay. I can transfer you. Did you want me to provide that phone number to you just in case your call was to disconnect?

Speaker speaker\_1: Uh, no. I have it here on the card.

Speaker speaker\_0: Okay. I'm about to transfer you to American Public Life. That's who you can ask regarding that question that you have. And then just remember to find the list of medical providers, you have to contact Multiplan, which is the number that ends in 1403. Okay?

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

Speaker speaker\_0: You're welcome. Um, I hope you have a great day. I'm about to transfer your call.

Speaker speaker\_1: Okay. Thank you. Have a good night.

Speaker speaker\_0: Thank you.