

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi, sorry, um, I am a new, uh, member that just started... um, my membership started yesterday, um, and I was wondering if I could get some information just because I haven't received my card yet, and I'm looking to, like, make sure that my doctor is in... my previous doctor is in the network or if they're not, I need to find a new doctor. Okay. What staffing company do you work with? Oxford Global Resources. What are the last four of your Social? 7012. And your last name, please? Rosa Titi. To make sure I'm in the right account, can you please verify your mailing address and your date of birth? 9 Mystic Lane, Glenmont, New York, 12077. I'm sorry, what was your second question? Your date of birth. January 23rd, 1995. And we have a different address than the one that you provided. Than the New York one? It is in New York, um, the... the only thing is that it's- Okay. Yes, ma'am. I'm not sure if the line cut off- Is it like an apartment, like 103? Yes, ma'am. I'm not sure if the line cut off, but I didn't hear the, the start of that street name with the number. Oh, 9, 9 Mystic Lane, Apartment 103, Glenmont, New York, 12077. There we go, and may I have your best contact same as the one you're calling in ending in 2196... I mean, 92? Yes. Then I have your email down as first and last name at gmail.com? Correct. Okay. So you haven't received your benefit card because you just became active yesterday. That was when your carriers also receive payment to start making your benefit cards and procreating your policy number. Those benefit cards won't be going out till this Friday. Um, from those plans, one of them, which is the Intro Plus Basic with American Public Life, there's not gonna be a physical card sent just due to the fact that that carrier only bills a digital card for the medical plan- Okay. ... and then out of your current selection, the only one that really has a network requirement is your medical preventative. I can send you those network providers' information to your email if you like for their websites as well their- Okay, thank you. All right, and then I know you said you were looking to find a doctor with a network. Do you want me to transfer you to them? Um, sure. Who are you transferring me to, like aligned to, like, find a doctor? I'm sorry? Sorry, who are you transferring me to? To the network provider. So where you called is Benefits in a Card. We administer the health insurance for your staffing company. Um, however, we don't have all of the information. All we really do here is provide you in the basic information of your benefits, help you enroll, cancel, or assist you in locating the correct party for your questions. Anything that has to be specific, like whether a procedure, um, a vaccine or medication is covered will be with your carriers and then whether or not your specific question today, a doctor will be within network for your specific plans that have that network requirement. It will be with the network providers. For that medical specifically, they're called MultiPlan Network. They'll be the ones that are able to provide you the information as to who in your area will be within that network that you need to

be in for the medical preventative plan. Okay, that would be great if you could transfer me to them. Thank you. Of course. Bear with me one moment. I already sent you the information to your email. It's gonna be coming in from info@benefitsinacard. If you don't see it right away in your inbox, check the spam or junk mail, and then if after 10 minutes you don't see it, give us a call so we can resend it then, 'cause sometimes glitches happen. Okay. Okay, thank you. Of course, and then I'll go ahead and get you transferred over to MultiPlan Network, okay? Okay. Perfect. Thank you so much. Thank you for your time and giving us a call today.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi, sorry, um, I am a new, uh, member that just started... um, my membership started yesterday, um, and I was wondering if I could get some information just because I haven't received my card yet, and I'm looking to, like, make sure that my doctor is in... my previous doctor is in the network or if they're not, I need to find a new doctor.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Oxford Global Resources.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 7012.

Speaker speaker_1: And your last name, please?

Speaker speaker_2: Rosa Titi.

Speaker speaker_1: To make sure I'm in the right account, can you please verify your mailing address and your date of birth?

Speaker speaker_2: 9 Mystic Lane, Glenmont, New York, 12077. I'm sorry, what was your second question?

Speaker speaker_1: Your date of birth.

Speaker speaker_2: January 23rd, 1995.

Speaker speaker_1: And we have a different address than the one that you provided.

Speaker speaker_2: Than the New York one?

Speaker speaker_1: It is in New York, um, the... the only thing is that it's-

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, ma'am. I'm not sure if the line cut off-

Speaker speaker_2: Is it like an apartment, like 103?

Speaker speaker_1: Yes, ma'am. I'm not sure if the line cut off, but I didn't hear the, the start of that street name with the number.

Speaker speaker_2: Oh, 9, 9 Mystic Lane, Apartment 103, Glenmont, New York, 12077.

Speaker speaker_1: There we go, and may I have your best contact same as the one you're calling in ending in 2196... I mean, 92?

Speaker speaker_2: Yes.

Speaker speaker_1: Then I have your email down as first and last name at gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. So you haven't received your benefit card because you just became active yesterday. That was when your carriers also receive payment to start making your benefit cards and procreating your policy number. Those benefit cards won't be going out till this Friday. Um, from those plans, one of them, which is the Intro Plus Basic with American Public Life, there's not gonna be a physical card sent just due to the fact that that carrier only bills a digital card for the medical plan-

Speaker speaker_2: Okay.

Speaker speaker_1: ... and then out of your current selection, the only one that really has a network requirement is your medical preventative. I can send you those network providers' information to your email if you like for their websites as well their-

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: All right, and then I know you said you were looking to find a doctor with a network. Do you want me to transfer you to them?

Speaker speaker_2: Um, sure. Who are you transferring me to, like aligned to, like, find a doctor?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Sorry, who are you transferring me to?

Speaker speaker_1: To the network provider. So where you called is Benefits in a Card. We administer the health insurance for your staffing company. Um, however, we don't have all of the information. All we really do here is provide you in the basic information of your benefits, help you enroll, cancel, or assist you in locating the correct party for your questions. Anything that has to be specific, like whether a procedure, um, a vaccine or medication is covered will be with your carriers and then whether or not your specific question today, a doctor will be within network for your specific plans that have that network requirement. It will be with the network providers. For that medical specifically, they're called MultiPlan Network. They'll be the ones that are able to provide you the information as to who in your area will be within that network that you need to be in for the medical preventative plan.

Speaker speaker_2: Okay, that would be great if you could transfer me to them. Thank you.

Speaker speaker_1: Of course. Bear with me one moment. I already sent you the information to your email. It's gonna be coming in from info@benefitsinacard. If you don't see it right away in your inbox, check the spam or junk mail, and then if after 10 minutes you don't see it, give us a call so we can resend it then, 'cause sometimes glitches happen.

Speaker speaker_2: Okay. Okay, thank you.

Speaker speaker_1: Of course, and then I'll go ahead and get you transferred over to MultiPlan Network, okay?

Speaker speaker_2: Okay. Perfect. Thank you so much.

Speaker speaker_1: Thank you for your time and giving us a call today.