

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits Intercom. My name is Francesca. How can I assist you today? Hi, my name is Michael Rudd. Um, I, um, work for BGSF. Um, I'm new to my benefits and I'm trying to find a dermatologist that's covered, or in my network that's in my area. Can you help me with that? I can take a look and see if you have any network requirements and then get you over to the network provider. Network Okay. Um, yeah. What's the last four of your Social? Huh? Oh, 9253. Please verify your mailing address and date of birth. Uh, 9/11/77, 89-19, 1987 12th Street, Spring, New York. And the date of birth, sir? 9/11/77. Mm-hmm. I have as contact 845-544-0393. Correct. And I have your email down as mjrudd99@yahoo.com. mjrudd, yeah, 99 at Yahoo. I see. So currently the medical plan that you have doesn't have any network requirement. None of your plans do. So let me go ahead and get you over to the multi-plan network to assist you in locating any dermatologists in the area. All right, because I went to, um, this place that was a dermatology specialist on, um, what was it, um, Jamaica Avenue, um, close to something, and they told me that they've never heard of this medical plan and they don't accept it and that I would have to pay like \$200 cash, no, \$250 just to be, uh, just for a consultation. I was like, "Okay." And who did you say you have benefits with? Um, AEP something. Hold on. I'll, I'll pull the card up. APL, BG Staffing. Okay. ABA. Did you by any chance advise them that it would be American Public Life or just the acronym of APL? Oh yeah, it's American Public Life, but it's, yeah, APL with big letters. All right, but you did tell them it was American Public Life as well, correct? I showed them the card. They, they, they read it and showed them the, it for themselves and they was like, "Yeah, no, we don't take it." I understand. Now I get it. All right, so the multi-plan network should be able to assist you in locating providers in the area that do work with your carrier. Would you like their phone number before I get you transferred over? Um, is there any way that maybe you can just like email me a list? I'm sorry? Is there like... Y- y- is there any way that maybe you can just email me the list? Like the- I don't have access to the list, sir. Oh. We're Benefits Intercom. We only administer the benefits. Your network provider is a different company, so we don't actually have the list itself. I would love to email it to you, but we don't have it unfortunately. Okay, so what were you talking about then? I'm sorry. To speak with the company that does have it, which is a multi-plan network. Um, is that this company, uh, somebody off of the company? No, sir, we're Benefits Intercom. This is another company yet. Oh. There's ano- Oh, okay, so there's another company behind y'all that I have to speak to to find out- No, sir. So our role is just to be the bridge between you employees and your carriers. Okay. The only part that Benefits Intercom does is enroll you, make cancellations, inform you which plans you have, get your digital copies of your cards, or provide you the information of your carriers. Okay, so I would have to speak to my... This is a carrier question is what you're saying. I'm, I'm- It will be a network provider question because you're looking for a clinic that

they'll approve your carrier to be able to go there. Yeah. Okay, yeah, please put me in touch with whoever, um, can help me, you know, get to a der- a dermatologist. All right, bear with me one moment. Uh, thank you. My pleasure.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Intercom. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, my name is Michael Rudd. Um, I, um, work for BGSF. Um, I'm new to my benefits and I'm trying to find a dermatologist that's covered, or in my network that's in my area. Can you help me with that?

Speaker speaker_0: I can take a look and see if you have any network requirements and then get you over to the network provider.

Speaker speaker_1: Network

Speaker speaker_2: Okay. Um, yeah.

Speaker speaker_0: What's the last four of your Social?

Speaker speaker_1: Huh? Oh, 9253.

Speaker speaker_0: Please verify your mailing address and date of birth.

Speaker speaker_1: Uh, 9/11/77, 89-19, 1987 12th Street, Spring, New York.

Speaker speaker_0: And the date of birth, sir?

Speaker speaker_1: 9/11/77.

Speaker speaker_0: Mm-hmm. I have as contact 845-544-0393.

Speaker speaker_1: Correct.

Speaker speaker_0: And I have your email down as mjrudd99@yahoo.com.

Speaker speaker_1: mjrudd, yeah, 99 at Yahoo.

Speaker speaker_0: I see. So currently the medical plan that you have doesn't have any network requirement. None of your plans do. So let me go ahead and get you over to the multi-plan network to assist you in locating any dermatologists in the area.

Speaker speaker_1: All right, because I went to, um, this place that was a dermatology specialist on, um, what was it, um, Jamaica Avenue, um, close to something, and they told me that they've never heard of this medical plan and they don't accept it and that I would have to pay like \$200 cash, no, \$250 just to be, uh, just for a consultation. I was like, "Okay."

Speaker speaker_0: And who did you say you have benefits with?

Speaker speaker_1: Um, AEP something. Hold on. I'll, I'll pull the card up. APL, BG Staffing.

Speaker speaker_0: Okay.

Speaker speaker_1: ABA.

Speaker speaker_0: Did you by any chance advise them that it would be American Public Life or just the acronym of APL?

Speaker speaker_1: Oh yeah, it's American Public Life, but it's, yeah, APL with big letters.

Speaker speaker_0: All right, but you did tell them it was American Public Life as well, correct?

Speaker speaker_1: I showed them the card. They, they, they read it and showed them the, it for themselves and they was like, "Yeah, no, we don't take it."

Speaker speaker_0: I understand. Now I get it. All right, so the multi-plan network should be able to assist you in locating providers in the area that do work with your carrier. Would you like their phone number before I get you transferred over?

Speaker speaker_1: Um, is there any way that maybe you can just like email me a list?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Is there like... Y- y- is there any way that maybe you can just email me the list? Like the-

Speaker speaker_0: I don't have access to the list, sir.

Speaker speaker_1: Oh.

Speaker speaker_0: We're Benefits Intercom. We only administer the benefits. Your network provider is a different company, so we don't actually have the list itself. I would love to email it to you, but we don't have it unfortunately.

Speaker speaker_1: Okay, so what were you talking about then? I'm sorry.

Speaker speaker_0: To speak with the company that does have it, which is a multi-plan network.

Speaker speaker_1: Um, is that this company, uh, somebody off of the company?

Speaker speaker_0: No, sir, we're Benefits Intercom. This is another company yet.

Speaker speaker_1: Oh. There's ano- Oh, okay, so there's another company behind y'all that I have to speak to to find out-

Speaker speaker_0: No, sir. So our role is just to be the bridge between you employees and your carriers.

Speaker speaker_1: Okay.

Speaker speaker_0: The only part that Benefits Intercom does is enroll you, make cancellations, inform you which plans you have, get your digital copies of your cards, or provide you the information of your carriers.

Speaker speaker_1: Okay, so I would have to speak to my... This is a carrier question is what you're saying. I'm, I'm-

Speaker speaker_0: It will be a network provider question because you're looking for a clinic that they'll approve your carrier to be able to go there.

Speaker speaker_1: Yeah. Okay, yeah, please put me in touch with whoever, um, can help me, you know, get to a der- a dermatologist.

Speaker speaker_0: All right, bear with me one moment.

Speaker speaker_1: Uh, thank you.

Speaker speaker_0: My pleasure.