

## **Transcript: Francesca**

**Baez-5202589175463936-5605775942041600**

### **Full Transcript**

Your call has been forwarded to voicemail. Your call may be monitored or recorded for quality assurance purposes. The person you're trying to reach is not available. At the tone, please record your mess-... finished recording, you may hang up. Good morning, Mr. Newkomm. And my name is Francesca, a benefit card giving you a call on behalf of... I'm in for Riker's staffing. We're returning a call back in regards to the text message you sent at 6:38 in the morning, um, asking how you go off about using your benefits. So you did select a BAP standard plan and an MEC Tailored Rx. So with your MEC Tailored Rx Plan, there is a network requirement called the MultiPlan Network. You will need to call them to make sure that you're going to any facility that is within their network for your medical preventative services to be covered. For your BAP Standard, I'll be sending you an additional email with a copy of your B-IP benefit card just because of the fact that that carrier, American Public Life only sends out a digital copy of your benefit card. If you haven't seen it when you email, you'll see it when I send it over with the information for the network providers. As of this moment, your coverage is currently active. It was activated this... I do apologize. It's going to be active. It will be active November 25th, next week, 2024. In the event that by the 29th you do not see that benefit card in your email, give us a call back at 800-497-4856. We're open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. Thank you for your time and have a wonderful rest of your day.

### **Conversation Format**

Speaker speaker\_0: Your call has been forwarded to voicemail.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_0: The person you're trying to reach is not available. At the tone, please record your mess-... finished recording, you may hang up.

Speaker speaker\_1: Good morning, Mr. Newkomm. And my name is Francesca, a benefit card giving you a call on behalf of... I'm in for Riker's staffing. We're returning a call back in regards to the text message you sent at 6:38 in the morning, um, asking how you go off about using your benefits. So you did select a BAP standard plan and an MEC Tailored Rx. So with your MEC Tailored Rx Plan, there is a network requirement called the MultiPlan Network. You will need to call them to make sure that you're going to any facility that is within their network for your medical preventative services to be covered. For your BAP Standard, I'll be sending you an additional email with a copy of your B-IP benefit card just because of the fact that that

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