

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi. Uh, my name is Subo. Yeah, I wanna know what plan I'm on. I have a, I have a coverage with you guys. I wanna know what plan I'm on. Okay. What staffing company do you work with? Um, TRC. What are the last four of your Social? 4841. And your last name? I-H-E-Y-I-N-W-A. Please verify your mailing address and date of birth to make sure I located the correct account. Uh, date of birth is 10/8/92, address 6125 Roswell Roads, Unit 611, Atlanta, Georgia, 30328. Do you have a different address on your file, I mean, on file? Yes. Either, it's either Atlanta or Sandy Springs. Depends on what pops up. I'm sorry? Yeah, it sometimes pops up at Atlanta, sometimes it pops up at Sandy Springs. It's the same. Uh, no, sir. The address that I have- 6125... on my system is completely different. 6125 Roswell Road, Unit 611, Atlanta, Georgia, 30328. Yeah, sir. Did you need me to update it to a different address? No, I just called you guys now and I just called this address and they were here, that's why. Uh- Understood. What address, what address do you have? The one that you just verified, 6125 Roswell Road. Okay. Yes, that's my address. Okay. And what is your date of birth? 10/8/92. I have the best contact number to have you call in, 404-740-1972? Yes. And then your email, I have it as your first name period your last name at hotmail.com? @Yahoo.com. Let's see. So the current plans that you're enrolled into is vision, dental and the medical preventative care plan enhanced along with- Yeah. ... hospital indeterminate called MEC Enhanced. Yeah. So I'm looking at the website and, um, I'm just able to see... Hold on. One second. Which website? Um, the Benefits in a Card website. And what were you trying to look for in that website? Yeah, you guys... So I'm just trying to know what my plan is. Hold on. Uh, because all I'm seeing is, um, I'm seeing the PPO, PPV, so I just wanna know what mine is so I can, um, navigate the website better. Is it the Multiplan Network, the PHCS Network? I don't know what it is. Are you on the Multiplan Network website or are you looking at the benefit guide? I'm in the Multiplan Network. The provider search.Multiplan.com. Okay. So you have to speak with Multiplan, they will be the only ones to let you know what network specifically your MEC Enhancement- I have to do what? ... is on. I have to do what? You have to speak with Multiplan Network directly. So we only administer the benefits. Anything specific has to go to the carriers. The network provider for your plan is Multiplan Network, which is the website that you're on. They're the only ones that are gonna be able to advise you which network, um, that is I requesting you to pick for your plan is the one that you're supposed- Okay. ... to be on. So I'll have to get you transferred over to them. Did you have any questions- All right. ... aside from that in regards to the network's website? No. No, that, yeah, I'll just, it's g- to transfer me to them. Thank you. Understood. Bear with me one moment. Mm-hmm.

Conversation Format

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

Speaker speaker_1: Hi. Uh, my name is Subo. Yeah, I wanna know what plan I'm on. I have a, I have a coverage with you guys. I wanna know what plan I'm on.

Speaker speaker_0: Okay. What staffing company do you work with?

Speaker speaker_1: Um, TRC.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: 4841.

Speaker speaker_0: And your last name?

Speaker speaker_1: I-H-E-Y-I-N-W-A.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I located the correct account.

Speaker speaker_1: Uh, date of birth is 10/8/92, address 6125 Roswell Roads, Unit 611, Atlanta, Georgia, 30328.

Speaker speaker_0: Do you have a different address on your file, I mean, on file?

Speaker speaker_1: Yes. Either, it's either Atlanta or Sandy Springs. Depends on what pops up.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Yeah, it sometimes pops up at Atlanta, sometimes it pops up at Sandy Springs. It's the same.

Speaker speaker_0: Uh, no, sir. The address that I have-

Speaker speaker_1: 6125...

Speaker speaker_0: ... on my system is completely different.

Speaker speaker_1: 6125 Roswell Road, Unit 611, Atlanta, Georgia, 30328.

Speaker speaker_0: Yeah, sir. Did you need me to update it to a different address?

Speaker speaker_1: No, I just called you guys now and I just called this address and they were here, that's why. Uh-

Speaker speaker_0: Understood.

Speaker speaker_1: What address, what address do you have?

Speaker speaker_0: The one that you just verified, 6125 Roswell Road.

Speaker speaker_1: Okay. Yes, that's my address.

Speaker speaker_0: Okay. And what is your date of birth?

Speaker speaker_1: 10/8/92.

Speaker speaker_0: I have the best contact number to have you call in, 404-740-1972?

Speaker speaker_1: Yes.

Speaker speaker_0: And then your email, I have it as your first name period your last name at hotmail.com?

Speaker speaker_1: @Yahoo.com.

Speaker speaker_0: Let's see. So the current plans that you're enrolled into is vision, dental and the medical preventative care plan enhanced along with-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... hospital indeterminate called MEC Enhanced.

Speaker speaker_1: Yeah. So I'm looking at the website and, um, I'm just able to see... Hold on. One second.

Speaker speaker_0: Which website?

Speaker speaker_1: Um, the Benefits in a Card website.

Speaker speaker_0: And what were you trying to look for in that website?

Speaker speaker_1: Yeah, you guys... So I'm just trying to know what my plan is. Hold on. Uh, because all I'm seeing is, um, I'm seeing the PPO, PPV, so I just wanna know what mine is so I can, um, navigate the website better. Is it the Multiplan Network, the PHCS Network? I don't know what it is.

Speaker speaker_0: Are you on the Multiplan Network website or are you looking at the benefit guide?

Speaker speaker_1: I'm in the Multiplan Network. The provider search.Multiplan.com.

Speaker speaker_0: Okay. So you have to speak with Multiplan, they will be the only ones to let you know what network specifically your MEC Enhancement-

Speaker speaker_1: I have to do what?

Speaker speaker_0: ... is on.

Speaker speaker_1: I have to do what?

Speaker speaker_0: You have to speak with Multiplan Network directly. So we only administer the benefits. Anything specific has to go to the carriers. The network provider for your plan is Multiplan Network, which is the website that you're on. They're the only ones that are gonna be able to advise you which network, um, that is I requesting you to pick for your plan is the

one that you're supposed-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to be on. So I'll have to get you transferred over to them. Did you have any questions-

Speaker speaker_1: All right.

Speaker speaker_0: ... aside from that in regards to the network's website?

Speaker speaker_1: No. No, that, yeah, I'll just, it's g- to transfer me to them. Thank you.

Speaker speaker_0: Understood. Bear with me one moment.

Speaker speaker_1: Mm-hmm.