

Transcript: Francesca

Baez-5818863012462592-6438778056654848

Full Transcript

Thank you for calling Benevento Health Care. My name is Francesca. How can I assist you today? Hi, Mrs. Jeana Shamal, and I'm trying to replace my, um, heart doctor specialist because the insurance I have with you guys, um, won't let me see him. Um, so I'm trying to see if I can find another one with that community. I know I called the number to see if I could find a hea- a heart specialist. Um, and all the, uh, doctors that the number gave me, I called Community South and those doctors are not even in there anymore. Okay, bear with me one moment. Unfortunately, we do not have access to that list, and MultiPlan Network department does. One moment please. Sorry.

Conversation Format

Speaker speaker_0: Thank you for calling Benevento Health Care. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, Mrs. Jeana Shamal, and I'm trying to replace my, um, heart doctor specialist because the insurance I have with you guys, um, won't let me see him. Um, so I'm trying to see if I can find another one with that community. I know I called the number to see if I could find a hea- a heart specialist. Um, and all the, uh, doctors that the number gave me, I called Community South and those doctors are not even in there anymore.

Speaker speaker_0: Okay, bear with me one moment. Unfortunately, we do not have access to that list, and MultiPlan Network department does. One moment please.

Speaker speaker_1: Sorry.