

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. My name is Francesca with Benefits Center Card, looking to speak with Ms. Amukaya on behalf of Norway Staffing. Hello. How are you doing? Good morning. Good. Thank you for asking. I was calling to let you know, ma'am, I sent you the digital copy of your benefit card for the vision, the last one that you were missing. Oh, perfect. Thank you. I appreciate it. Of course. If you have any other issues with your insurance or any questions, feel free to give us a call back. I do have a question, if I can- Mm-hmm. Um, do I talk to you or somebody else to find out if the provider I used to see is- is still covered with you guys? So that would actually be more with your provider. None of the three plans that you have have any network restrictions. Okay. So as long as they take your carriers, which is MetLife for vision and you have American Public Life for dental and medical, and it'll say those names on those benefit cards. Okay. As long as they do accept your carrier, you're good to go. All right. Appreciate it. So it's not like PPO or anything like that, right? 'Cause I didn't see that on the card. So they are PPO limited plans but they don't have a network restriction. Okay. Okay..... Thank you. Of course. My pleasure. Any other questions? Nope. That's all. You have a good one. Thank you too. Enjoy your day. Thank you. You as well. Bye-bye.

Conversation Format

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

Speaker speaker_1: Good morning. My name is Francesca with Benefits Center Card, looking to speak with Ms. Amukaya on behalf of Norway Staffing.

Speaker speaker_2: Hello. How are you doing? Good morning.

Speaker speaker_1: Good. Thank you for asking. I was calling to let you know, ma'am, I sent you the digital copy of your benefit card for the vision, the last one that you were missing.

Speaker speaker_2: Oh, perfect. Thank you. I appreciate it.

Speaker speaker_1: Of course. If you have any other issues with your insurance or any questions, feel free to give us a call back.

Speaker speaker_2: I do have a question, if I can-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Um, do I talk to you or somebody else to find out if the provider I used to see is- is still covered with you guys?

Speaker speaker_1: So that would actually be more with your provider. None of the three plans that you have have any network restrictions.

Speaker speaker_2: Okay.

Speaker speaker_1: So as long as they take your carriers, which is MetLife for vision and you have American Public Life for dental and medical, and it'll say those names on those benefit cards.

Speaker speaker_2: Okay.

Speaker speaker_1: As long as they do accept your carrier, you're good to go.

Speaker speaker_2: All right. Appreciate it. So it's not like PPO or anything like that, right? 'Cause I didn't see that on the card.

Speaker speaker_1: So they are PPO limited plans but they don't have a network restriction.

Speaker speaker_2: Okay. Okay..... Thank you.

Speaker speaker_1: Of course. My pleasure. Any other questions?

Speaker speaker_2: Nope. That's all. You have a good one.

Speaker speaker_1: Thank you too. Enjoy your day.

Speaker speaker_2: Thank you. You as well.

Speaker speaker_1: Bye-bye.