

Transcript: Francesca

Baez-6147971369451520-6698035162693632

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yes, Francesca. My name is Justice Hendrickson. Uh, first time caller. Um, for, I'm just new to Oxford due to Benefits on a Card, so had a question. My c- my personal care physician has been Dr. Jason Lewis. Can I add him or find out if I'm covered, or how does that work? Okay, so I'll have to take a look and to see which medical plan you selected to see about the network requirement. Okay. What is the last four of your Social? Uh, 0450. Oh. And to make sure I'm in the right account, could you verify your mailing address and date of birth, please? Uh, 5201 North Grassway, Muncie, Indiana 47304. Date of birth, December 6th, 1967. Thank you very much. We have the best phone number to reach you down as 248-639-9181. Yes, that's this phone number. And we show your email down as jhendrickson@outlook.com. Yes, ma'am. Okay. So your Hospital Indemnity doesn't have a network requirement but your Preventative Medical Plan does. The MultiPlan Network is the provider that has the list for you to figure out whether or not your current doctor is gonna be in that list for those benefits. If you like, I can get you transferred over to them, as well as send you their website and phone numbers to your email. Yeah, that'd be great. Thanks. All right. So I'll go ahead and get you transferred over now, and then you should be receiving an email from us two to three minutes. It will be from info@benefitsinacard. Okay. And it's gonna be titled Network Provider's Information. Okay. All right. Let me go ahead and get you transferred over, sir. Have a wonderful rest of your day today. All right. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yes, Francesca. My name is Justice Hendrickson. Uh, first time caller. Um, for, I'm just new to Oxford due to Benefits on a Card, so had a question. My c- my personal care physician has been Dr. Jason Lewis. Can I add him or find out if I'm covered, or how does that work?

Speaker speaker_1: Okay, so I'll have to take a look and to see which medical plan you selected to see about the network requirement.

Speaker speaker_2: Okay.

Speaker speaker_1: What is the last four of your Social?

Speaker speaker_2: Uh, 0450. Oh.

Speaker speaker_1: And to make sure I'm in the right account, could you verify your mailing address and date of birth, please?

Speaker speaker_2: Uh, 5201 North Grassway, Muncie, Indiana 47304. Date of birth, December 6th, 1967.

Speaker speaker_1: Thank you very much. We have the best phone number to reach you down as 248-639-9181.

Speaker speaker_2: Yes, that's this phone number.

Speaker speaker_1: And we show your email down as jhendrickson@outlook.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So your Hospital Indemnity doesn't have a network requirement but your Preventative Medical Plan does. The MultiPlan Network is the provider that has the list for you to figure out whether or not your current doctor is gonna be in that list for those benefits. If you like, I can get you transferred over to them, as well as send you their website and phone numbers to your email.

Speaker speaker_2: Yeah, that'd be great. Thanks.

Speaker speaker_1: All right. So I'll go ahead and get you transferred over now, and then you should be receiving an email from us two to three minutes. It will be from info@benefitsinacard.

Speaker speaker_2: Okay.

Speaker speaker_1: And it's gonna be titled Network Provider's Information.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Let me go ahead and get you transferred over, sir. Have a wonderful rest of your day today.

Speaker speaker_2: All right. You too.

Speaker speaker_1: Thank you.