Transcript: Franchesca Baez-6211689765847040-4604879887843328

Full Transcript

Thank you for calling Benefits in a Car, my name is Francesca. How can I assist you today? Hi, Miss Francesca. I'm just calling on behalf of a patient to see if we're in network with her insurance. Okay. Unfortunately, we don't have the network information. I'll have to get you transferred over to the Multiplan Network. They're the company that has the list. Okay, perfect. Do you have their phone number? Oh, yes, I'm sorry. Oh. I almost forgot to offer it. Um, it will be 800- Mm-hmm. ... 457-1403. Okay. 1403? Yes, ma'am. Okay. And it's Multiplan Network. Um, they did change a portion of their s- of their department to a name Clarity TV, I mean TEV. Okay. But I believe that you're responding to Multiplan Network. I'll go ahead and get you transferred over to them. Okay. Thank you so much. Of course. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, Miss Francesca. I'm just calling on behalf of a patient to see if we're in network with her insurance.

Speaker speaker_0: Okay. Unfortunately, we don't have the network information. I'll have to get you transferred over to the Multiplan Network. They're the company that has the list.

Speaker speaker_1: Okay, perfect. Do you have their phone number?

Speaker speaker_0: Oh, yes, I'm sorry.

Speaker speaker_1: Oh.

Speaker speaker_0: I almost forgot to offer it. Um, it will be 800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 457-1403.

Speaker speaker_1: Okay. 1403?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_0: And it's Multiplan Network. Um, they did change a portion of their s- of their department to a name Clarity TV, I mean TEV.

Speaker speaker_1: Okay.

Speaker speaker_0: But I believe that you're responding to Multiplan Network. I'll go ahead and get you transferred over to them.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: Of course.

Speaker speaker_1: Bye-bye.