

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, Francesca. I had, um, called the 800 number yesterday to get a list of providers and when I called one today, they wanted to know what, um, medical insurance I have and the only thing I see on there is MEC Enhanced and - or MultiPlan and they said they didn't recognize that, and they needed to know what health insurance I have, what the name of it was. Yes, ma'am. The MultiPlan is actually the company that you call to get that list. MEC Enhanced- Uh-huh. ... is the name of your plan. The specific name- Okay. ... that your provider office is looking for is the carrier, which is- Okay. ... 90 Degree and American Public Life. Okay. Okay, so just tell them it's 90 Degree? And American Public Life, because your specific plan, that MEC Enhanced, is under two different carriers. Their primary carrier- Okay. ... is 90 Degree, and then your hospital- Okay. ... indemnity services are with the other carrier, American Public Life, also known as APL. APL, okay. So if it's just a f- uh, family physician visit, would that be the 90 D- uh, the Benefits in a Card, 90 Degrees? You don't have Benefits- Does it matter? ... in a Card services, ma'am. We're just an administrator. You have 90 Degree- 90 Degree. Okay. ... and American Public Life benefits. Okay. All right. I'll let them know that then. Thank you. Of course. Have a great day and thank you for your time today. Mm-hmm. You too.

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, Francesca. I had, um, called the 800 number yesterday to get a list of providers and when I called one today, they wanted to know what, um, medical insurance I have and the only thing I see on there is MEC Enhanced and - or MultiPlan and they said they didn't recognize that, and they needed to know what health insurance I have, what the name of it was.

Speaker speaker_0: Yes, ma'am. The MultiPlan is actually the company that you call to get that list. MEC Enhanced-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... is the name of your plan. The specific name-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that your provider office is looking for is the carrier, which is-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 90 Degree and American Public Life.

Speaker speaker_1: Okay. Okay, so just tell them it's 90 Degree?

Speaker speaker_0: And American Public Life, because your specific plan, that MEC Enhanced, is under two different carriers. Their primary carrier-

Speaker speaker_1: Okay.

Speaker speaker_0: ... is 90 Degree, and then your hospital-

Speaker speaker_1: Okay.

Speaker speaker_0: ... indemnity services are with the other carrier, American Public Life, also known as APL.

Speaker speaker_1: APL, okay. So if it's just a f- uh, family physician visit, would that be the 90 D- uh, the Benefits in a Card, 90 Degrees?

Speaker speaker_0: You don't have Benefits-

Speaker speaker_1: Does it matter?

Speaker speaker_0: ... in a Card services, ma'am. We're just an administrator. You have 90 Degree-

Speaker speaker_1: 90 Degree. Okay.

Speaker speaker_0: ... and American Public Life benefits.

Speaker speaker_1: Okay. All right. I'll let them know that then. Thank you.

Speaker speaker_0: Of course. Have a great day and thank you for your time today.

Speaker speaker_1: Mm-hmm. You too.