

Transcript: Francesca

Baez-6437282952986624-5918770421514240

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, how can I help you today? Okay, my name is Francesca. How can I assist you today? Hi, Miss. I wanted to see, uh, what doctors accepted these benefits or how do I find that out? Okay, let's take a look to see which plans you're enrolled into. What staffing company do you work with? Uh, TRC Staffing. What is the last four of your Social? 1196. And the last name? Shabazz. Can you please verify your mailing address and date of birth for verification purposes? Uh, mailing, 5336 Brooklands Drive, Montavious, Georgia 30058. Um, you said what else? I'm sorry. It would be date of birth. December 4th, 1998. I have the phone number, 404-993-8961. Yep, that's it. Can I have the email, then, as your first name, 1298@icloud.com? Yep. Okay, so I see here you're with the Vision, the Dental and the Medical Miracles with American Public Life. So for the medical, MultiPlan Network will be the company to advise you which are the g- the providers near your area that do work with them. The dental- What is the name of the provider? I'm sorry. MultiPlan Network. MultiPlan Network. Is that who I will reach out to to see what doctor accepts this? For the medical plan only, yes, ma'am. Okay, and that's for medical. Okay, now what's for the dental? The dental, it is Carrington Network. Okay, so it's Carrington Network. Okay. And then I will reach out to Carrington Network to see which doctors accept that. Yes, ma'am, and for your vision it is MetLife. It is MetLife. Okay, all right. I want to see that. Now will, like, my ID number be different for all of those? It will be the ones provided in your benefit cards. Okay. Okay. Okay, thank you.

Conversation Format

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

Speaker speaker_1: Hi, how can I help you today?

Speaker speaker_2: Okay, my name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, Miss. I wanted to see, uh, what doctors accepted these benefits or how do I find that out?

Speaker speaker_2: Okay, let's take a look to see which plans you're enrolled into. What staffing company do you work with?

Speaker speaker_1: Uh, TRC Staffing.

Speaker speaker_2: What is the last four of your Social?

Speaker speaker_1: 1196.

Speaker speaker_2: And the last name?

Speaker speaker_1: Shabazz.

Speaker speaker_2: Can you please verify your mailing address and date of birth for verification purposes?

Speaker speaker_1: Uh, mailing, 5336 Brooklands Drive, Montavious, Georgia 30058. Um, you said what else? I'm sorry.

Speaker speaker_2: It would be date of birth.

Speaker speaker_1: December 4th, 1998.

Speaker speaker_2: I have the phone number, 404-993-8961.

Speaker speaker_1: Yep, that's it.

Speaker speaker_2: Can I have the email, then, as your first name, 1298@icloud.com?

Speaker speaker_1: Yep.

Speaker speaker_2: Okay, so I see here you're with the Vision, the Dental and the Medical Miracles with American Public Life. So for the medical, MultiPlan Network will be the company to advise you which are the g- the providers near your area that do work with them. The dental-

Speaker speaker_1: What is the name of the provider? I'm sorry.

Speaker speaker_2: MultiPlan Network.

Speaker speaker_1: MultiPlan Network. Is that who I will reach out to to see what doctor accepts this?

Speaker speaker_2: For the medical plan only, yes, ma'am.

Speaker speaker_1: Okay, and that's for medical. Okay, now what's for the dental?

Speaker speaker_2: The dental, it is Carrington Network.

Speaker speaker_1: Okay, so it's Carrington Network. Okay. And then I will reach out to Carrington Network to see which doctors accept that.

Speaker speaker_2: Yes, ma'am, and for your vision it is MetLife.

Speaker speaker_3: It is MetLife. Okay, all right. I want to see that. Now will, like, my ID number be different for all of those?

Speaker speaker_2: It will be the ones provided in your benefit cards.

Speaker speaker_1: Okay. Okay. Okay, thank you.