

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Box, this is Francesca. How can I assist today? Hi. I was calling... I just need to ask, what is the name of the insurance, um, when I call in... the doctor's office, the dentist's office, to see if the provider's in the network? What name do I give them? So, if you're calling to see whether or not your provider is within network, you will provide your provider's name. However, the dental plan that the staffing companies offer doesn't have a network requirement, so you just have to make sure that your provider accepts American Public Life, which is the dental plan carrier. Okay. Okay, that's who I needed to see. Okay. okay. Was there any- So, you can check and see if the dentist I called, um... Or would I have to call the American Public Life? You will have to call your dentist, because you do not have a network requirement. Okay. So you have to verify with your dentist whether or not they do take your carrier. Okay. Okay. All right, thank you. My pleasure, have a great day. You too.

Conversation Format

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

Speaker speaker_1: Hi. I was calling... I just need to ask, what is the name of the insurance, um, when I call in... the doctor's office, the dentist's office, to see if the provider's in the network? What name do I give them?

Speaker speaker_0: So, if you're calling to see whether or not your provider is within network, you will provide your provider's name. However, the dental plan that the staffing companies offer doesn't have a network requirement, so you just have to make sure that your provider accepts American Public Life, which is the dental plan carrier.

Speaker speaker_1: Okay. Okay, that's who I needed to see. Okay. okay.

Speaker speaker_0: Was there any-

Speaker speaker_1: So, you can check and see if the dentist I called, um... Or would I have to call the American Public Life?

Speaker speaker_0: You will have to call your dentist, because you do not have a network requirement.

Speaker speaker_1: Okay.

Speaker speaker_0: So you have to verify with your dentist whether or not they do take your carrier.

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

Speaker speaker_0: My pleasure, have a great day.

Speaker speaker_1: You too.