

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? Um, I'm trying to figure out what the, um, if this is HMO, PPO, and like a member ID 'cause I'm trying to make a doctor's appointment, and they need this information, but the card doesn't have that on there. Sure thing, ma'am. What staffing company do you work with? BGS, or BG Staffing Incorporated. All right. I have an employee ID and a group number. Um, that's okay. We're not the carrier, so my system doesn't have any way for me to put that on. Can I instead have your last four of the Social and last name please? Last name Brown. 3163. All right, and for security purposes, can you verify your mailing address and date of birth so we can make sure I'm in the right account? 7387, and you probably have, uh, 4750 Haverwood Drive, and that was Apartment 6110 Dallas, Texas 75287. But I need to change that. All right, what should the new address be? Um, the new address is, let's see, it's 4200 Horizon North Parkway, Apartment 526, Dallas, Texas 75287. All right, and then we have your best contact number, the same as the one that you're calling on, which is that 469-404-3541 with the email of ak_brown3@yahoo.com? Yes. One, two, three. So all three of the current plans that should have your benefit card are PPO-limited plans. Okay, do you have like a group number, whatever numbers I need to give to the doctor? For which plan, or do you need that information for all three? Medical. Medical? Yeah. I think there might be a group number on them. Let me download the card to see 'cause with your medical one, it does have a network requirement, so you wanna make sure you're double checking with the MultiPlan network that the provider you're going to will be within that network list. Do you currently have the benefit card for that plan? Um, it just says benefits in the card. That's all that it says. It just says MEC coverage, no co-pays, no deductibles. So they sent me the card, but that's all that I see. I can see the pharmacy Rx numbers- Yes, ma'am. Th- ... group numbers, but for the medical, it doesn't have any numbers. It just says EDI payer ID, and that's it. So on the square to the left that says member and says BG Staffing. Mm-hmm. There will be a group number right there to the right of that square, and then the employee ID is your policy number. Okay. So, policy number is my employee ID, and then the group number is just the 9403. But to find out if the doctor can accept it, I have to call their customer service just to find out? Um, no, ma'am. To make sure that your insurance accepts your doctor 'cause you have a network requirement, you need to contact MultiPlan Network for that list 'cause if you go, let's say, if you go to Dr. Jones and he's not in the list, even if you're getting- Mm-hmm. ... a physical that shou- would be covered under the MEC plan, it won't be covered 'cause you're going outside of the network. Okay, and so I need to call this 800-833-4296 number or the 800-886- 884 number? You can call the 800-888 number. 884-6993. Okay. Yes, ma'am. All right. All right. I will do that. And, and then the other thing as far as verifying benefits goes, your vision coverage, due to the fact that it is a PPO-limited plan- Mm-hmm. ... the carrier also offers major medical

insurance, so there's a specific phone number that your vision provider is going to need to call in order to be able to verify your coverage. I'm gonna send you an email with that information. Okay. And then in there is also gonna have that MultiPlan company information along with a different phone number that they provide as well that you can contact them there, and then their websites will also be on that email. Okay, so this is a... The, the medical is a MultiPlan PPO? Yes, ma'am. Okay. And then- All right. ... as far as your carrier goes, um, does she also need that information? Um, if you can send it to me. Sure thing. I'll go ahead and send it in an additional email then. Okay, thank you. Of course. Was there any other information that you needed today, Ms. Brown? Um, that was it. Understood. Well, thank you so much for your time today. It was a pleasure assisting you. Hope you have a wonderful rest of your day. All right. You, too. Thank you.

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: Um, I'm trying to figure out what the, um, if this is HMO, PPO, and like a member ID 'cause I'm trying to make a doctor's appointment, and they need this information, but the card doesn't have that on there.

Speaker speaker_0: Sure thing, ma'am. What staffing company do you work with?

Speaker speaker_1: BGS, or BG Staffing Incorporated.

Speaker speaker_0: All right.

Speaker speaker_1: I have an employee ID and a group number.

Speaker speaker_0: Um, that's okay. We're not the carrier, so my system doesn't have any way for me to put that on. Can I instead have your last four of the Social and last name please?

Speaker speaker_1: Last name Brown. 3163.

Speaker speaker_0: All right, and for security purposes, can you verify your mailing address and date of birth so we can make sure I'm in the right account?

Speaker speaker_1: 7387, and you probably have, uh, 4750 Haverwood Drive, and that was Apartment 6110 Dallas, Texas 75287. But I need to change that.

Speaker speaker_0: All right, what should the new address be?

Speaker speaker_1: Um, the new address is, let's see, it's 4200 Horizon North Parkway, Apartment 526, Dallas, Texas 75287.

Speaker speaker_0: All right, and then we have your best contact number, the same as the one that you're calling on, which is that 469-404-3541 with the email of ak_brown3@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: One, two, three. So all three of the current plans that should have your benefit card are PPO-limited plans.

Speaker speaker_1: Okay, do you have like a group number, whatever numbers I need to give to the doctor?

Speaker speaker_0: For which plan, or do you need that information for all three?

Speaker speaker_1: Medical.

Speaker speaker_0: Medical?

Speaker speaker_1: Yeah.

Speaker speaker_0: I think there might be a group number on them. Let me download the card to see 'cause with your medical one, it does have a network requirement, so you wanna make sure you're double checking with the MultiPlan network that the provider you're going to will be within that network list. Do you currently have the benefit card for that plan?

Speaker speaker_1: Um, it just says benefits in the card. That's all that it says. It just says MEC coverage, no co-pays, no deductibles. So they sent me the card, but that's all that I see. I can see the pharmacy Rx numbers-

Speaker speaker_0: Yes, ma'am. Th-

Speaker speaker_1: ... group numbers, but for the medical, it doesn't have any numbers. It just says EDI payer ID, and that's it.

Speaker speaker_0: So on the square to the left that says member and says BG Staffing.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: There will be a group number right there to the right of that square, and then the employee ID is your policy number.

Speaker speaker_1: Okay. So, policy number is my employee ID, and then the group number is just the 9403. But to find out if the doctor can accept it, I have to call their customer service just to find out?

Speaker speaker_0: Um, no, ma'am. To make sure that your insurance accepts your doctor 'cause you have a network requirement, you need to contact MultiPlan Network for that list 'cause if you go, let's say, if you go to Dr. Jones and he's not in the list, even if you're getting-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... a physical that shou- would be covered under the MEC plan, it won't be covered 'cause you're going outside of the network.

Speaker speaker_1: Okay, and so I need to call this 800-833-4296 number or the 800-886-884 number?

Speaker speaker_0: You can call the 800-888 number.

Speaker speaker_1: 884-6993. Okay.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: All right.

Speaker speaker_0: All right.

Speaker speaker_1: I will do that.

Speaker speaker_0: And, and then the other thing as far as verifying benefits goes, your vision coverage, due to the fact that it is a PPO-limited plan-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... the carrier also offers major medical insurance, so there's a specific phone number that your vision provider is going to need to call in order to be able to verify your coverage. I'm gonna send you an email with that information.

Speaker speaker_1: Okay.

Speaker speaker_0: And then in there is also gonna have that MultiPlan company information along with a different phone number that they provide as well that you can contact them there, and then their websites will also be on that email.

Speaker speaker_1: Okay, so this is a... The, the medical is a MultiPlan PPO?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_0: And then-

Speaker speaker_1: All right.

Speaker speaker_0: ... as far as your carrier goes, um, does she also need that information?

Speaker speaker_1: Um, if you can send it to me.

Speaker speaker_0: Sure thing. I'll go ahead and send it in an additional email then.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Of course. Was there any other information that you needed today, Ms. Brown?

Speaker speaker_1: Um, that was it.

Speaker speaker_0: Understood. Well, thank you so much for your time today. It was a pleasure assisting you. Hope you have a wonderful rest of your day.

Speaker speaker_1: All right. You, too.

Speaker speaker_0: Thank you.