

## **Transcript: Justin**

**Mills-4973919344312320-5781727128109056**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. This is Justin. How can I help you today? Yeah, my name is Alabisi Boris Adeple. I'm calling as regard of my benefit and card. I've not gotten my card, but I went to my primary care practitioner today because I have a visitor card with me, but they were saying they can't find my insurance. I don't know what they mean, so, so like I should call you guys to know what is happening. Okay, what's the staffing agency- Hello. ... you work for and the last four of your social? Sarge. I work with Sarge and my Social Security number is 2870. And for security purposes, can you verify your home address including city, state and zip code? 2350 South Parkway, apartment 81369, 30080 zip code. And your date of birth? October 15, 1978. And a good telephone number I have is 470-437-0244. Yes, sir. The email I have is gen2boris@yahoo.com. Yes, sir. Okay, so it looks like you're enrolled into the MEC-PeliRx which just covers preventative health care services only. Um, however, the insurance carrier is 90 Degree Benefits. 90 Degree Benefit? Correct. Yeah, well my doctor said, uh... Ah, hold on a second. Let me just... Can I, can I ask you to talk to them so you... I really don't understand what they are saying 'cause I came for a medical checkup today and they were, like, sending me something that I don't understand. Uh, now are you in network or is that provider in network? 'Cause I do know you have to stay in network- What did you say? ... for the insurance carrier to pay. What did you say? I asked if, I asked you if that provider was in network with the insurance carrier? Uh, because I do know that the insurance will only pay out if the c- if the provider's only in network. Oh, okay. Well no, they're, they're talking about network or something, okay. So w- w- what, how will I be able to get the, my providers where I can get them? Um, so I can provide you with MultiPlan's telephone number and if you provide them with your zip code, they can give you a list of doctors and providers in that specific location. Okay, my zip code is 30080, 800 please. Um, I don't have that list on hand. I stated I was going to provide you with a telephone number so you can call them and provide them with your zip code. Sure, okay. Hold on a second. Okay, can I have the number please? Yeah, so MultiPlan's telephone number is 800- 800- ... 457- ... 457- ... 1403. ... 1403. All right. Thank you very much. You're welcome. You have a great day, okay? Oh, you're welcome. All right, bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefit Center Card. This is Justin. How can I help you today?

Speaker speaker\_2: Yeah, my name is Alabisi Boris Adeple. I'm calling as regard of my benefit and card. I've not gotten my card, but I went to my primary care practitioner today because I have a visitor card with me, but they were saying they can't find my insurance. I don't know what they mean, so, so like I should call you guys to know what is happening.

Speaker speaker\_1: Okay, what's the staffing agency-

Speaker speaker\_2: Hello.

Speaker speaker\_1: ... you work for and the last four of your social?

Speaker speaker\_2: Sarge. I work with Sarge and my Social Security number is 2870.

Speaker speaker\_1: And for security purposes, can you verify your home address including city, state and zip code?

Speaker speaker\_2: 2350 South Parkway, apartment 81369, 30080 zip code.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: October 15, 1978.

Speaker speaker\_1: And a good telephone number I have is 470-437-0244.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: The email I have is gen2boris@yahoo.com.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay, so it looks like you're enrolled into the MEC-PeliRx which just covers preventative health care services only. Um, however, the insurance carrier is 90 Degree Benefits.

Speaker speaker\_2: 90 Degree Benefit?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Yeah, well my doctor said, uh... Ah, hold on a second. Let me just... Can I, can I ask you to talk to them so you... I really don't understand what they are saying 'cause I came for a medical checkup today and they were, like, sending me something that I don't understand.

Speaker speaker\_1: Uh, now are you in network or is that provider in network? 'Cause I do know you have to stay in network-

Speaker speaker\_2: What did you say?

Speaker speaker\_1: ... for the insurance carrier to pay.

Speaker speaker\_2: What did you say?

Speaker speaker\_1: I asked if, I asked you if that provider was in network with the insurance carrier? Uh, because I do know that the insurance will only pay out if the c- if the provider's only in network.

Speaker speaker\_2: Oh, okay. Well no, they're, they're talking about network or something, okay. So w- w- what, how will I be able to get the, my providers where I can get them?

Speaker speaker\_1: Um, so I can provide you with MultiPlan's telephone number and if you provide them with your zip code, they can give you a list of doctors and providers in that specific location.

Speaker speaker\_2: Okay, my zip code is 30080, 800 please.

Speaker speaker\_1: Um, I don't have that list on hand. I stated I was going to provide you with a telephone number so you can call them and provide them with your zip code.

Speaker speaker\_2: Sure, okay. Hold on a second. Okay, can I have the number please?

Speaker speaker\_1: Yeah, so MultiPlan's telephone number is 800-

Speaker speaker\_2: 800-

Speaker speaker\_1: ... 457-

Speaker speaker\_2: ... 457-

Speaker speaker\_1: ... 1403.

Speaker speaker\_2: ... 1403. All right. Thank you very much.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: Oh, you're welcome.

Speaker speaker\_1: All right, bye-bye.