

## **Transcript: Justin**

**Mills-6044861020160000-4634953129312256**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, Josh. My name is Stella . I'm coming... Uh, I need some information. I have insurance with you guys through OnTrack and I would like to know which physician I can go. Because each time I'm trying to get an appointment, they keep telling me, um, "We don't take, we don't take this insurance." If you can help me with some list of, um, places I can go with, uh, your insurance, please. Thank you. Um, yeah. Let me try pulling your file. So OnTrack Staffing you said? Yes, sir. And what's the last four of your Social? 0779. And for security purposes, can you verify your home address, including city, state and zip code, Stella? Yeah. It's 6601 Park or Fork Railway U.S., Texas. Zip code is 76039. And your date of birth? Yeah. 01/01/1988. And a good telephone number have is 682-451-8738. Yes, sir. And the email I have is your first name, last name@gmail.com? That's correct, sir. Okay, um, so you were needing to find providers in your location. Is that correct? Yes. Even in the, um, um, Aldine or Euless, that's fine with me. Okay. Um, so I actually don't have a list on hand. However, I'd have a telephone number, uh, to where if you call them and provide them with your zip code, they can li- give you a list of those providers that are in that specific location that will accept the insurance. All right. And just let me know- I'm ready. ... whenever you're ready. Yeah, I'm ready. Okay, so the company is called MultiPlan. MultiPla- Plan. Yes, MultiPlan, and their telephone number is 800- 800, yes. ... 457- 4, 4, no. 457, uh-huh. 1403. 1403. Okay. Um, I will just, um, repeat that for you, yeah? It's 800-457-1403. Correct. MultiPlan? Correct. Okay. Thank you so much. You're welcome. Is there anything else I could assist you with today? Well, no. For my insurance card, when, when all this, what do I need to call for me to request for the card? So I can do that at the same time today? Um, yeah. I can possibly email those to you real quick. Do you mind if I place you in a brief hold? Sure. Okay. Thank you. Hello, Stella. You still there? Yes, sir. Here. Awesome. Thank you so much for holding. So I went ahead, emailed you all of your ID cards to the email we had on file. Email that- Oh, okay. ... you should be looking for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay? Okay. Info? Yes. Info, I-N-F-O, @benefitsandacard.com, okay? Okay. Thank you. You're welcome. Is there anything else I could help you out with today? No, sir. Awesome. Well, you have a wonderful day, okay? Oh, thank you. Oh, the last question. Yes? I want... Um, they said this, I won't get it in the mail? Um, yeah. So you did, uh, become active as of last Monday, the 31st. So you should be receiving physical ID cards within the next few days, okay? Okay. Thank you so much. You're welcome. You have a great day, okay? Thank you. You too. Bye. All, all right, bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hey, Josh. My name is Stella . I'm coming... Uh, I need some information. I have insurance with you guys through OnTrack and I would like to know which physician I can go. Because each time I'm trying to get an appointment, they keep telling me, um, "We don't take, we don't take this insurance." If you can help me with some list of, um, places I can go with, uh, your insurance, please. Thank you.

Speaker speaker\_0: Um, yeah. Let me try pulling your file. So OnTrack Staffing you said?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And what's the last four of your Social?

Speaker speaker\_1: 0779.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code, Stella?

Speaker speaker\_1: Yeah. It's 6601 Park or Fork Railway U.S., Texas. Zip code is 76039.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: Yeah. 01/01/1988.

Speaker speaker\_0: And a good telephone number have is 682-451-8738.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email I have is your first name, last name@gmail.com?

Speaker speaker\_1: That's correct, sir.

Speaker speaker\_0: Okay, um, so you were needing to find providers in your location. Is that correct?

Speaker speaker\_1: Yes. Even in the, um, um, Aldine or Euless, that's fine with me.

Speaker speaker\_0: Okay. Um, so I actually don't have a list on hand. However, I'd have a telephone number, uh, to where if you call them and provide them with your zip code, they can li- give you a list of those providers that are in that specific location that will accept the insurance.

Speaker speaker\_1: All right.

Speaker speaker\_0: And just let me know-

Speaker speaker\_1: I'm ready.

Speaker speaker\_0: ... whenever you're ready.

Speaker speaker\_1: Yeah, I'm ready.

Speaker speaker\_0: Okay, so the company is called MultiPlan.

Speaker speaker\_1: MultiPla- Plan.

Speaker speaker\_0: Yes, MultiPlan, and their telephone number is 800-

Speaker speaker\_1: 800, yes.

Speaker speaker\_0: ... 457-

Speaker speaker\_1: 4, 4, no. 457, uh-huh.

Speaker speaker\_0: 1403.

Speaker speaker\_1: 1403. Okay. Um, I will just, um, repeat that for you, yeah? It's 800-457-1403.

Speaker speaker\_0: Correct.

Speaker speaker\_1: MultiPlan?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Okay. Thank you so much.

Speaker speaker\_0: You're welcome. Is there anything else I could assist you with today?

Speaker speaker\_1: Well, no. For my insurance card, when, when all this, what do I need to call for me to request for the card? So I can do that at the same time today?

Speaker speaker\_0: Um, yeah. I can possibly email those to you real quick. Do you mind if I place you in a brief hold?

Speaker speaker\_1: Sure.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Hello, Stella. You still there?

Speaker speaker\_2: Yes, sir. Here.

Speaker speaker\_0: Awesome. Thank you so much for holding. So I went ahead, emailed you all of your ID cards to the email we had on file. Email that-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_0: ... you should be looking for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay?

Speaker speaker\_2: Okay. Info?

Speaker speaker\_0: Yes. Info, I-N-F-O, @benefitsandacard.com, okay?

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_0: You're welcome. Is there anything else I could help you out with today?

Speaker speaker\_2: No, sir.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_2: Oh, thank you. Oh, the last question.

Speaker speaker\_0: Yes?

Speaker speaker\_2: I want... Um, they said this, I won't get it in the mail?

Speaker speaker\_0: Um, yeah. So you did, uh, become active as of last Monday, the 31st. So you should be receiving physical ID cards within the next few days, okay?

Speaker speaker\_2: Okay. Thank you so much.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_2: Thank you. You too. Bye.

Speaker speaker\_0: All, all right, bye-bye.