

Transcript: Justin

Mills-6251431038337024-5405978403061760

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hello, Justin. This is Dan Lathange. I've got two medical appointments tomorrow. Last Friday, I was to see, um, Advanced Dermatology Associates here in Lawrenceville where I reside. Um, however, they couldn't get in contact with y'all and y'all are closed on, on them around 4:00. The appointment's late time. I think it was like 4:20, so I had to reschedule for tomorrow. Um, I called the off- their office again, and they still haven't heard, um, back from y'all or they have not been able to con- get in contact with you, whatever the reason may be, whether it's y'all or them. I want to make sure that I got, um, approval to go ahead and see these two physicians tomorrow, please. Okay, I can pull your file for you to confirm if you are active in the coverage or not, but I can't guarantee if that provider is in network or not because I don't have access to that information. Um, but what's the staffing agency you work for? Okay. So that pr- you'll be able to see whether I'm covered or not. Um, but whether... Okay. But regardless of whether they're in network or n- out of network, it, they, you'd still pick up something of it, right? Um, no, that's up to the insurance carrier. Okay. So who would I tell there or what? What's the staffing agency? Huh? I'm sorry? What's the staffing agency you work for? Um, TRC. And what's the last four of your Social? So I can pull your file for you. Right. 3527. Last name's Lathange. L-A-T-H-A-N-G-E. Birthdate 4/3/71. Thanks. And can you verify your home address, including city, state and zip code? Yep. Uh, 287 East Crogan, C-R-O-G-A-N, Street, Lawrenceville, Georgia, 30046, Apartment 1222. And a good telephone number I have is 678-497-7341. Yeah, but if you do need to call back, I don't answer the phone, so please leave a message 'cause I sleep during the day normally. No worries. And the email I have is D-A-N lathange@gmail? Right. Okay, so let's see here. Um, so you are currently active in the coverage for this week. Um, let's see here. Checking note history. When did you say that provider was going to call us? 'Cause I do know we were closed Tuesday and Wednesday for New Year's. They were to call. They, um, all I know is they canceled on me an appointment I had rescheduled. That's Friday. I think I called maybe Tuesday or something this week. Um, it was before New Year's. I think it was the day before, so that would be Tuesday. And then, um, they said they'd try and call y'all now, um, give them 15 minutes for me to hear back from them, and it's drawn out 15 minutes. I'm not in a hurry, but I just want to make sure it's covered so, um, I can just get back with them. Okay. Thank you. The appointment's tomorrow. I was looking at the file. Thanks for your time. Are you still there? Yes, sir. Okay. Um, let's see. So you said you were just going to reach out to them? Yeah. To let them know that I got, uh, that if I, um, figure of they hadn't heard from y'all or whatever, that I would just get in contact with them saying I've called and I am approved. I don't know if that'll mean anything to them, but that's what I'd let them know. Okay. Uh, well, I mean, you can have them call us and we

can provide eligibility, but regarding if they are in- in network, in network or not, we have to provide you with Multiplan's number and you can see if they have them in their system, if they're in network under them. Because the Multiplan network is what they follow. Okay. So what... I'm confused. What, you are, what part of the whole thing are y'all? This is Benefits in a Card. We're the benefit administrators for TRC Staffing. Right. We deal with their health insurance. We enroll people. We opt them out. We're not the insurance carrier. Um, the insurance- Okay. ... carrier for you is American Public Life. I can either provide you with their telephone number or provide you with Multiplan's telephone number to see if that provider is in network or not. Okay. Um, I think I got Multiplan's number here on the front of the card. I've looked on the back. Um, Multiplan number is 800-884-6993. No, sir, I have a different telephone number. Okay, I'm sorry. Let me write this number down just in case I need it for tomorrow or something. Uh, go ahead, please. Okay, so Multiplan's telephone number is 800-457- 457... 1403. 1403. So all you can do, and you have a phone. Thank you. Um, I am approved as far as, um, I'm covered, but whether it's in network or out of network, I would have to call Multiplan. Correct. Yes, sir. Okay. All right. Thank you for your time. Have a good day. You as well, Daniel. Bye-bye. 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 Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hello, Justin. This is Dan Lathange. I've got two medical appointments tomorrow. Last Friday, I was to see, um, Advanced Dermatology Associates here in Lawrenceville where I reside. Um, however, they couldn't get in contact with y'all and y'all are closed on, on them around 4:00. The appointment's late time. I think it was like 4:20, so I had to reschedule for tomorrow. Um, I called the off- their office again, and they still haven't heard, um, back from y'all or they have not been able to con- get in contact with you, whatever the reason may be, whether it's y'all or them. I want to make sure that I got, um, approval to go ahead and see these two physicians tomorrow, please.

Speaker speaker_1: Okay, I can pull your file for you to confirm if you are active in the coverage or not, but I can't guarantee if that provider is in network or not because I don't have access to that information. Um, but what's the staffing agency you work for?

Speaker speaker_2: Okay. So that pr- you'll be able to see whether I'm covered or not. Um, but whether... Okay. But regardless of whether they're in network or n- out of network, it, they, you'd still pick up something of it, right?

Speaker speaker_1: Um, no, that's up to the insurance carrier.

Speaker speaker_2: Okay. So who would I tell there or what?

Speaker speaker_1: What's the staffing agency?

Speaker speaker_2: Huh? I'm sorry?

Speaker speaker_1: What's the staffing agency you work for?

Speaker speaker_2: Um, TRC.

Speaker speaker_1: And what's the last four of your Social? So I can pull your file for you.

Speaker speaker_2: Right. 3527. Last name's Lathange. L-A-T-H-A-N-G-E. Birthdate 4/3/71. Thanks.

Speaker speaker_1: And can you verify your home address, including city, state and zip code?

Speaker speaker_2: Yep. Uh, 287 East Crogan, C-R-O-G-A-N, Street, Lawrenceville, Georgia, 30046, Apartment 1222.

Speaker speaker_1: And a good telephone number I have is 678-497-7341.

Speaker speaker_2: Yeah, but if you do need to call back, I don't answer the phone, so please leave a message 'cause I sleep during the day normally.

Speaker speaker_1: No worries. And the email I have is D-A-N lathange@gmail?

Speaker speaker_2: Right.

Speaker speaker_1: Okay, so let's see here. Um, so you are currently active in the coverage for this week. Um, let's see here. Checking note history. When did you say that provider was going to call us? 'Cause I do know we were closed Tuesday and Wednesday for New Year's.

Speaker speaker_2: They were to call. They, um, all I know is they canceled on me an appointment I had rescheduled. That's Friday. I think I called maybe Tuesday or something this week. Um, it was before New Year's. I think it was the day before, so that would be Tuesday. And then, um, they said they'd try and call y'all now, um, give them 15 minutes for me to hear back from them, and it's drawn out 15 minutes. I'm not in a hurry, but I just want to make sure it's covered so, um, I can just get back with them.

Speaker speaker_1: Okay.

Speaker speaker_2: Thank you. The appointment's tomorrow.

Speaker speaker_1: I was looking at the file.

Speaker speaker_2: Thanks for your time.

Speaker speaker_1: Are you still there?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Um, let's see. So you said you were just going to reach out to them?

Speaker speaker_2: Yeah. To let them know that I got, uh, that if I, um, figure of they hadn't heard from y'all or whatever, that I would just get in contact with them saying I've called and I

am approved. I don't know if that'll mean anything to them, but that's what I'd let them know.

Speaker speaker_1: Okay. Uh, well, I mean, you can have them call us and we can provide eligibility, but regarding if they are in- in network, in network or not, we have to provide you with Multiplan's number and you can see if they have them in their system, if they're in network under them. Because the Multiplan network is what they follow.

Speaker speaker_2: Okay. So what... I'm confused. What, you are, what part of the whole thing are y'all?

Speaker speaker_1: This is Benefits in a Card. We're the benefit administrators for TRC Staffing.

Speaker speaker_2: Right.

Speaker speaker_1: We deal with their health insurance. We enroll people. We opt them out. We're not the insurance carrier. Um, the insurance-

Speaker speaker_2: Okay.

Speaker speaker_1: ... carrier for you is American Public Life. I can either provide you with their telephone number or provide you with Multiplan's telephone number to see if that provider is in network or not.

Speaker speaker_2: Okay. Um, I think I got Multiplan's number here on the front of the card. I've looked on the back. Um, Multiplan number is 800-884-6993.

Speaker speaker_1: No, sir, I have a different telephone number.

Speaker speaker_2: Okay, I'm sorry. Let me write this number down just in case I need it for tomorrow or something. Uh, go ahead, please.

Speaker speaker_1: Okay, so Multiplan's telephone number is 800-457-

Speaker speaker_3: 457...

Speaker speaker_1: 1403.

Speaker speaker_3: 1403. So all you can do, and you have a phone. Thank you. Um, I am approved as far as, um, I'm covered, but whether it's in network or out of network, I would have to call Multiplan.

Speaker speaker_1: Correct. Yes, sir.

Speaker speaker_2: Okay. All right. Thank you for your time. Have a good day.

Speaker speaker_1: You as well, Daniel. Bye-bye.

Speaker speaker_2: Bye-bye.