

Transcript: Justin

Mills-6362131608289280-6559944782823424

Full Transcript

Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Hey. Uh, this is Xuan speaking. Uh, so today I am in a urgent care right now. And the, the difference is, uh, my medical insurance is not active. Um, yeah, let me check on that for you. What's the staffing agency you work for? Uh, sorry, what's that? What's the staffing agency you work for? For my employer? Yes. The staffing agency, yes. Your employer. Okay. The Oxford. And what's the last four of your Social? Uh, last four digits? Correct. 7800. And what was your last name? Yuan. Y-U-A-N. And for security purposes, could you verify your home address, including city, state and zip code? Uh, home address should be 25 Colony, New York State. And confirm your date of birth for me. December 12th. No, sorry. December 25th, 1992. And a good telephone number I have is 475-280-0829. Yes. And the email I have is chris.euan.best@gmail.com. Right. Okay. So looking at the calendar, you are currently active in the coverage for this week. So honestly, don't know why they're telling you you're not current, you're not active. Uh, yeah, the, the person, she told me that the medical, the multi-plan, she checked that, he, she said it's not active. So you're not... So, so did you go to a provider that was in the Multiplan network? I don't know. I didn't check before I came here ever. Find a urgent care and, you know, just walk in. So I should go to the provider of the Multiplan? Yes, of the Multiplan network. And I have their telephone number, if need be. Okay. Okay. And just let me know whenever you're ready. Okay, go ahead. Okay. So Multiplan's telephone number is 800- So 800- 457- 457- 1403. 1403? Correct. Yes, sir. Okay. Okay. And then if you pr- when you call them, provide them with your zip code, and they will give you a list of providers in that location that will accept the insurance. Okay. Sounds good. Awesome. Well, you have a wonderful day, okay? All right. Thank you. Have a good one. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Cart. This is Justin. How can I help you today?

Speaker speaker_1: Hey. Uh, this is Xuan speaking. Uh, so today I am in a urgent care right now. And the, the difference is, uh, my medical insurance is not active.

Speaker speaker_0: Um, yeah, let me check on that for you. What's the staffing agency you work for?

Speaker speaker_1: Uh, sorry, what's that?

Speaker speaker_0: What's the staffing agency you work for?

Speaker speaker_1: For my employer?

Speaker speaker_0: Yes. The staffing agency, yes. Your employer.

Speaker speaker_1: Okay. The Oxford.

Speaker speaker_0: And what's the last four of your Social?

Speaker speaker_1: Uh, last four digits?

Speaker speaker_0: Correct.

Speaker speaker_1: 7800.

Speaker speaker_0: And what was your last name?

Speaker speaker_1: Yuan. Y-U-A-N.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_1: Uh, home address should be 25 Colony, New York State.

Speaker speaker_0: And confirm your date of birth for me.

Speaker speaker_1: December 12th. No, sorry. December 25th, 1992.

Speaker speaker_0: And a good telephone number I have is 475-280-0829.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is chris.euan.best@gmail.com.

Speaker speaker_1: Right.

Speaker speaker_0: Okay. So looking at the calendar, you are currently active in the coverage for this week. So honestly, don't know why they're telling you you're not current, you're not active.

Speaker speaker_1: Uh, yeah, the, the person, she told me that the medical, the multi-plan, she checked that, he, she said it's not active.

Speaker speaker_0: So you're not... So, so did you go to a provider that was in the Multiplan network?

Speaker speaker_1: I don't know. I didn't check before I came here ever. Find a urgent care and, you know, just walk in. So I should go to the provider of the Multiplan?

Speaker speaker_0: Yes, of the Multiplan network. And I have their telephone number, if need be.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. And just let me know whenever you're ready.

Speaker speaker_1: Okay, go ahead.

Speaker speaker_0: Okay. So Multiplan's telephone number is 800-

Speaker speaker_1: So 800-

Speaker speaker_0: 457-

Speaker speaker_1: 457-

Speaker speaker_0: 1403.

Speaker speaker_1: 1403?

Speaker speaker_0: Correct. Yes, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. And then if you pr- when you call them, provide them with your zip code, and they will give you a list of providers in that location that will accept the insurance.

Speaker speaker_1: Okay. Sounds good.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: All right. Thank you. Have a good one.

Speaker speaker_0: All right. Bye-bye.