

Transcript: Pamela

Blanc-4587982342275072-5774352570073088

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Okay. ... this is Pamela speaking. How may I help you? Hello. Uh, I would like to check my benefits status. Who do you work for? Um, the company is Partners Personnel in McDonald, Georgia. May I have the last four digits of your Social? Yes, 3914. Your first and last name? D'Angelo Negrete. Okay. Mr. Negrete, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. Yes. Um, 1200 Town Center Village, McDonald, Georgia, uh, 30253, uh, USA. And... Your date of birth? 11/22/1987. Is there an apartment number on that address? Yes. Apartment 1210. 1-9-7-1-2. Okay. We have a telephone number of 562-64849131 and your email is art.nnafn@... nem....t, uh, gmail.com. Yes. Yes. Your benefits just became effective today. Okay. Um, so- Can I go on and, like, choose... I'm sorry. Okay. 1 second. Um, one second. Um, is there, like, a, a option to choose which provider and my doctor and all that now? Yeah, I could provide you with an email or phone number you could call and check which providers- Please. ... are in your area. And if you give us a call back, I would say, Thursday, your ID card should be generated in the system and we'll send you a temporary one to your email. Awesome. I'm ready for the, uh, email and phone number when you are. Okay. The phone number is Multiplan. 1-800-457-1403. Okay. And the- Thank you so much. ... email is Multiplan. Uh, y- M-U- What was it? ... L, Multiplan. Multiplan? Dot com, dot com. Wait, I'm sorry. Can you give it to me again? Yeah. It's M-U-L-T-I-P-L-A-N dot com. P-L-A-N dot com? Mm-hmm. Great. Okay. Thank you so much for your help. All right. Thank you. Give us a call. Have a great rest of the day. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Okay.

Speaker speaker_2: ... this is Pamela speaking. How may I help you?

Speaker speaker_1: Hello. Uh, I would like to check my benefits status.

Speaker speaker_2: Who do you work for?

Speaker speaker_1: Um, the company is Partners Personnel in McDonald, Georgia.

Speaker speaker_2: May I have the last four digits of your Social?

Speaker speaker_1: Yes, 3914.

Speaker speaker_2: Your first and last name?

Speaker speaker_1: D'Angelo Negrete.

Speaker speaker_2: Okay. Mr. Negrete, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: Yes. Um, 1200 Town Center Village, McDonald, Georgia, uh, 30253, uh, USA. And...

Speaker speaker_2: Your date of birth?

Speaker speaker_1: 11/22/1987.

Speaker speaker_2: Is there an apartment number on that address?

Speaker speaker_1: Yes. Apartment 1210. 1-9-7-1-2.

Speaker speaker_2: Okay. We have a telephone number of 562-64849131 and your email is art.nnafn@... nem....t, uh, gmail.com.

Speaker speaker_1: Yes. Yes.

Speaker speaker_2: Your benefits just became effective today.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, so-

Speaker speaker_1: Can I go on and, like, choose... I'm sorry.

Speaker speaker_2: Okay. 1 second.

Speaker speaker_1: Um, one second. Um, is there, like, a, a option to choose which provider and my doctor and all that now?

Speaker speaker_2: Yeah, I could provide you with an email or phone number you could call and check which providers-

Speaker speaker_1: Please.

Speaker speaker_2: ... are in your area. And if you give us a call back, I would say, Thursday, your ID card should be generated in the system and we'll send you a temporary one to your email.

Speaker speaker_1: Awesome. I'm ready for the, uh, email and phone number when you are.

Speaker speaker_2: Okay. The phone number is Multiplan. 1-800-457-1403.

Speaker speaker_1: Okay.

Speaker speaker_2: And the-

Speaker speaker_1: Thank you so much.

Speaker speaker_2: ... email is Multiplan.

Speaker speaker_1: Uh, y-

Speaker speaker_2: M-U-

Speaker speaker_1: What was it?

Speaker speaker_2: ... L, Multiplan.

Speaker speaker_1: Multiplan?

Speaker speaker_2: Dot com, dot com.

Speaker speaker_1: Wait, I'm sorry. Can you give it to me again?

Speaker speaker_2: Yeah. It's M-U-L-T-I-P-L-A-N dot com.

Speaker speaker_1: P-L-A-N dot com?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Great. Okay. Thank you so much for your help.

Speaker speaker_2: All right. Thank you. Give us a call. Have a great rest of the day.

Speaker speaker_1: You too.