

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits and Appointments. This is Pamela speaking. How may I help you? Hi. Yes. I'd like to see if my benefits are effective, um, already. May I have the last four digits of the- ... the staffing agency you work for? I'm sorry, what was that? The staffing agency that you work for and the last four digits of your Social Security number. Uh, it's called, uh, Partners, and the last four Social, 2462. 2462. And your first and last name, ma'am? Uh, Gloria Gomez. Ms. Gomez, for security reasons, just to make sure we are in the correct file, can you please verify with complete address and date of birth? December 24th, 1969, uh, 45327 Esmeralda Park, Temecula, California 92592. Thank you for the information. We have a phone number on file, 760-685-7979, and your email is ggomez699502 at gmail.com. Correct. All right. So your benefits will be active on the 14th, Monday the 14th, this month. Of this month? Yes, ma'am. Okay, and then, um, how do I go about change... choosing a doctor? Uh, do you have a portal that I can go into and print a card or...? Well, your ID card will not be, um, available until the benefits become effective, um, probably by next Wednesday or Thursday. Um, and if you would like to- Okay. ... look for providers, you could go on multiplan.com, or I could provide you with a telephone number as well. Multiplan.com? Yes, ma'am. And then so is... do I have to just enter- is there anything I need to enter when I go in there, like a specific plan or anything like that? Um, no, you just, you're just gonna go find providers. You could do it by ZIP code or city, state. Okay, so it's multiplan.com? Yes, ma'am. Okay, so, uh, m- so is there, like, a portal for, for m- is there, like, a portal where I can go in there once... you say my card will be available, that I can go in there and print it out, or no? Like Thursday or Friday- Then- ... there should be some- Um, you could give us a call and we'll email it to you, for the card. Okay, but it's gonna get mailed either way? Yes, ma'am. Okay. All right. I'll just get a head start on the doctors and stuff, and then I'll give you a call back so that I have, uh... you can email it to me, and then I can also get it via mail. Yeah. You could have the- Okay. ... while you wait for the physical. Right, right, I'll get the physical. Okay. And then all my benefits, medical, dental, vision, and everything. Okay. All right. Yeah. Thank you very much for your help, ma'am. Thank you for giving us a call. Okay. Have a great rest of your day. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Appointments. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. Yes. I'd like to see if my benefits are effective, um, already.

Speaker speaker_0: May I have the last four digits of the- ... the staffing agency you work for?

Speaker speaker_1: I'm sorry, what was that?

Speaker speaker_0: The staffing agency that you work for and the last four digits of your Social Security number.

Speaker speaker_1: Uh, it's called, uh, Partners, and the last four Social, 2462.

Speaker speaker_0: 2462. And your first and last name, ma'am?

Speaker speaker_1: Uh, Gloria Gomez.

Speaker speaker_0: Ms. Gomez, for security reasons, just to make sure we are in the correct file, can you please verify with complete address and date of birth?

Speaker speaker_1: December 24th, 1969, uh, 45327 Esmeralda Park, Temecula, California 92592.

Speaker speaker_0: Thank you for the information. We have a phone number on file, 760-685-7979, and your email is ggomez699502 at gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: All right. So your benefits will be active on the 14th, Monday the 14th, this month.

Speaker speaker_1: Of this month?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay, and then, um, how do I go about change... choosing a doctor? Uh, do you have a portal that I can go into and print a card or...?

Speaker speaker_0: Well, your ID card will not be, um, available until the benefits become effective, um, probably by next Wednesday or Thursday. Um, and if you would like to-

Speaker speaker_1: Okay.

Speaker speaker_0: ... look for providers, you could go on multiplan.com, or I could provide you with a telephone number as well.

Speaker speaker_1: Multiplan.com?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: And then so is... do I have to just ent- is there anything I need to enter when I go in there, like a specific plan or anything like that?

Speaker speaker_0: Um, no, you just, you're just gonna go find providers. You could do it by ZIP code or city, state.

Speaker speaker_1: Okay, so it's multiplan.com?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay, so, uh, m- so is there, like, a portal for, for m- is th- is there, like, a portal where I can go in there once... you say my card will be available, that I can go in there and print it out, or no? Like Thursday or Friday-

Speaker speaker_0: Then-

Speaker speaker_1: ... there should be some-

Speaker speaker_0: Um, you could give us a call and we'll email it to you, for the card.

Speaker speaker_1: Okay, but it's gonna get mailed either way?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. All right. I'll just get a head start on the doctors and stuff, and then I'll give you a call back so that I have, uh... you can email it to me, and then I can also get it via mail.

Speaker speaker_0: Yeah. You could have the-

Speaker speaker_1: Okay.

Speaker speaker_0: ... while you wait for the physical.

Speaker speaker_1: Right, right, I'll get the physical. Okay. And then all my benefits, medical, dental, vision, and everything. Okay. All right.

Speaker speaker_0: Yeah.

Speaker speaker_1: Thank you very much for your help, ma'am.

Speaker speaker_0: Thank you for giving us a call.

Speaker speaker_1: Okay.

Speaker speaker_0: Have a great rest of your day.

Speaker speaker_1: You too. Bye.