

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits in a Cart. This is Pamela speaking. How may I help you? Hi. I'm sorry. What did you say your name was? Pamela. Pamela, hi. This is Kara. I'm actually with APL. Um, I have a member on the line and she is just, uh, a bit confused. Um, she said that she's spoken with, uh, MultiPlan and she's trying to understand all of the carriers that she has for coverage and what explicitly is covered, um, for, like, uh, physical therapy or mental health, um, like, actual therapy. So, you know, I told her what benefits she has with us, but she is just having a hard time finding out what other coverages she has. And I don't know if that's... if y'all can help her with that or if that is... I w-... thought it was through MultiPlan, but she said that they weren't able to tell her. Uh, MultiPlan is for them to find which provider are in our network, um, but I'll be able to tell her what plan she has. You will? Awesome. Okay. Um, if you would give me just a moment, um, I'm just gonna put you on a brief hold while I let her know. I'll get right back with you, okay? Mm-hmm. No problem. All right. Appreciate your help. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Cart. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi. I'm sorry. What did you say your name was?

Speaker speaker\_0: Pamela.

Speaker speaker\_1: Pamela, hi. This is Kara. I'm actually with APL. Um, I have a member on the line and she is just, uh, a bit confused. Um, she said that she's spoken with, uh, MultiPlan and she's trying to understand all of the carriers that she has for coverage and what explicitly is covered, um, for, like, uh, physical therapy or mental health, um, like, actual therapy. So, you know, I told her what benefits she has with us, but she is just having a hard time finding out what other coverages she has. And I don't know if that's... if y'all can help her with that or if that is... I w-... thought it was through MultiPlan, but she said that they weren't able to tell her.

Speaker speaker\_0: Uh, MultiPlan is for them to find which provider are in our network, um, but I'll be able to tell her what plan she has.

Speaker speaker\_1: You will? Awesome. Okay. Um, if you would give me just a moment, um, I'm just gonna put you on a brief hold while I let her know. I'll get right back with you, okay?

Speaker speaker\_0: Mm-hmm. No problem.

Speaker speaker\_1: All right. Appreciate your help. Thank you.