

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Centric Card. This is Pamela speaking, how may I help you? Yeah, I got insurance through you guys and I'm trying to find a doctor, and apparently nobody takes it. Who's our insurance through? Um, all depends what, uh, plan you have. We have American Public Life or 90 Degree. Do you call MultiPlan to find a provider closer to you? Yeah, I tried and they just send me a bunch of different doctors, like not even specialties that I searched, and nobody takes it. That's weird. So you have called every doctor on the list? Almost. And what is the type of the disease you look for? I, I re- What, uh, is it Vercella? Let's see, um, Cara? Yeah, Vercella, it used to be Cara. Yeah. Let me get the last four digits of your Social. 6763. Your first and last name, sir? Jonathan Jenkins. Mr. Jenkins, for security reasons and just to make sure we are in the correct file, can we please verify the complete address and date of birth? 5136 East Evergreen Street, Unit 1010, Mesa, Arizona 85205. Phone number, or date of birth is 12/23/87. Thank you for the information. We have a phone number on file, 480-953-8140. Mm-hmm. And your email is M-S-M-A-S-T R-M-Y-N-D 007@gmail.com. Mm-hmm. Okay. So the only information we have for you to look for a doctor or provider in your area is through MultiPlan. I see that you have- Okay, but who's, who's, who's MultiPlan through? Like I've, I've never heard of MultiPlan. Well, that's the network for APL and 90 Degree which is, are your carrier to find your providers. Okay, so it's APL and 90 Degree? 90 Degree, yes. Those are your carrier. Okay. APL and 90 Degree. Yeah. If- I wasn't sure because the only thing it says is MultiPlan, so... Yeah, that's the network that they, that, that they have for the doctors. Okay. Okay, um, on the Stay Healthy ID card, so the, the one that says 90 Degree, the phone number should be there and the telephone and the website as well. Yeah, well look, I called the 90 Degree phone number and all this lady wanted to talk about was a fall monitor. Huh? Yeah, she, she was like, "Oh, you, for calling today, you win a free fall monitor." And like, I was like, "Look, I need to talk to somebody about my benefits." And she's like, "Well, you've reached the wrong place, but let's get you into this monitor." Okay. So the phone number you should be calling is, um, I don't know if you want to write it down, 800- Is it 42, is it 4296? No. Okay. Here, let me get it then. Okay. I'm sorry, I'm, I'm just, I'm diabetic and I'm trying to get in to the endocrinologist and I, I just- I completely under- ... I really can't, so. I completely understand. So you do have... I'm gonna send you an email, because you have a PreRx, which is a prescription plan through your Stay Healthy plan. I'm going to send you an email- Yeah, and how do, how do I, how do I get into that? That's what I was gonna explain. Okay. I'm going to send you the information how to register online, follow the steps. And, um, so you could get your medication through them. The e- the email is coming from info@benefitscentriccard. Check your spam and junk mail, it might go there. And the phone number you need to call is 800-457-1403. 1403457? Yes, sir. Okay, I'm sorry, I'm looking for

your email. It's the same process here. Okay. I just sent it out. It's 147- I got it. All right. Is there anything else I could do for you, sir? Okay, so when I call this number they'll be able to help me find a doctor? Yes. It's kind of automatically at the beginning, you have to, uh, follow the prompts. Okay. All right, thank you for giving us a call today, sir. Have a very nice rest of the day. Thank you. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits Centric Card. This is Pamela speaking, how may I help you?

Speaker speaker_2: Yeah, I got insurance through you guys and I'm trying to find a doctor, and apparently nobody takes it. Who's our insurance through?

Speaker speaker_1: Um, all depends what, uh, plan you have. We have American Public Life or 90 Degree. Do you call MultiPlan to find a provider closer to you?

Speaker speaker_2: Yeah, I tried and they just send me a bunch of different doctors, like not even specialties that I searched, and nobody takes it.

Speaker speaker_1: That's weird. So you have called every doctor on the list?

Speaker speaker_2: Almost.

Speaker speaker_1: And what is the type of the disease you look for?

Speaker speaker_2: I, I re- What, uh, is it Vercella?

Speaker speaker_1: Let's see, um, Cara?

Speaker speaker_2: Yeah, Vercella, it used to be Cara.

Speaker speaker_1: Yeah. Let me get the last four digits of your Social.

Speaker speaker_2: 6763.

Speaker speaker_1: Your first and last name, sir?

Speaker speaker_2: Jonathan Jenkins.

Speaker speaker_1: Mr. Jenkins, for security reasons and just to make sure we are in the correct file, can we please verify the complete address and date of birth?

Speaker speaker_2: 5136 East Evergreen Street, Unit 1010, Mesa, Arizona 85205. Phone number, or date of birth is 12/23/87.

Speaker speaker_1: Thank you for the information. We have a phone number on file, 480-953-8140.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And your email is M-S-M-A-S-T R-M-Y-N-D 007@gmail.com.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. So the only information we have for you to look for a doctor or provider in your area is through MultiPlan. I see that you have-

Speaker speaker_2: Okay, but who's, who's, who's MultiPlan through? Like I've, I've never heard of MultiPlan.

Speaker speaker_1: Well, that's the network for APL and 90 Degree which is, are your carrier to find your providers.

Speaker speaker_2: Okay, so it's APL and 90 Degree?

Speaker speaker_1: 90 Degree, yes. Those are your carrier.

Speaker speaker_2: Okay. APL and 90 Degree.

Speaker speaker_1: Yeah. If-

Speaker speaker_2: I wasn't sure because the only thing it says is MultiPlan, so...

Speaker speaker_1: Yeah, that's the network that they, that, that they have for the doctors.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, um, on the Stay Healthy ID card, so the, the one that says 90 Degree, the phone number should be there and the telephone and the website as well.

Speaker speaker_2: Yeah, well look, I called the 90 Degree phone number and all this lady wanted to talk about was a fall monitor.

Speaker speaker_1: Huh?

Speaker speaker_2: Yeah, she, she was like, "Oh, you, for calling today, you win a free fall monitor." And like, I was like, "Look, I need to talk to somebody about my benefits." And she's like, "Well, you've reached the wrong place, but let's get you into this monitor."

Speaker speaker_1: Okay. So the phone number you should be calling is, um, I don't know if you want to write it down, 800-

Speaker speaker_2: Is it 42, is it 4296?

Speaker speaker_1: No.

Speaker speaker_2: Okay. Here, let me get it then.

Speaker speaker_1: Okay.

Speaker speaker_2: I'm sorry, I'm, I'm just, I'm diabetic and I'm trying to get in to the endocrinologist and I, I just-

Speaker speaker_1: I completely under-

Speaker speaker_2: ... I really can't, so.

Speaker speaker_1: I completely understand. So you do have... I'm gonna send you an email, because you have a PreRx, which is a prescription plan through your Stay Healthy plan. I'm going to send you an email-

Speaker speaker_2: Yeah, and how do, how do I, how do I get into that?

Speaker speaker_1: That's what I was gonna explain.

Speaker speaker_2: Okay.

Speaker speaker_1: I'm going to send you the information how to register online, follow the steps. And, um, so you could get your medication through them. The e- the email is coming from info@benefitscentricard. Check your spam and junk mail, it might go there. And the phone number you need to call is 800-457-1403.

Speaker speaker_2: 1403457?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay, I'm sorry, I'm looking for your email. It's the same process here.

Speaker speaker_1: Okay. I just sent it out. It's 147-

Speaker speaker_2: I got it.

Speaker speaker_1: All right. Is there anything else I could do for you, sir?

Speaker speaker_2: Okay, so when I call this number they'll be able to help me find a doctor?

Speaker speaker_1: Yes. It's kind of automatically at the beginning, you have to, uh, follow the prompts.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, thank you for giving us a call today, sir. Have a very nice rest of the day.

Speaker speaker_2: Thank you. You too.