

## Transcript: Pearl

**Rojas-4777812813725696-5263598579400704**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Cart . <|sco|> Whoever this is, let us know who's speaking with. Hi, um, my name's Carly Brancato. And, uh, good afternoon, Ms. Brancato. Um, so I recently got insurance through my contracting company, um, and I haven't got any information for it yet, so I'm still waiting for that. But I was wondering if you could tell me if specific doctors are in network? Okay. Um, do you know what plan you have? Um, it's APL. Okay. Bear with me one moment. I'm gonna place you on a brief hold. Okay. Okay. Thank you so much for holding, Ms. Brancato. Um, whenever you're ready, I can give you that phone number. We're just the healthcare administrators, so I don't have a list of providers, but I can give you a phone number. Okay. And will I... If I call that number, do I just ask them? Um, y- you should... I believe it asks you for your information as far as, like, ZIP code and state. Um, and it should provide you a list. Or I can give you a website as well. Okay. Are you also able to give me, like, my group number or any information? Because I am supposed to have an appointment on Thursday, but I don't have any of that information yet. Okay. I need to take a look at, to see if you're active, um, and if there's anything I can give you today. Okay. What's the name of the facility you say work for? Oxford. Okay, and the last four digits of your social? Um, uh, hold on . 9057. All right. Do we hear from your address and date of birth? Uh, April 2nd, 1998 and 40 East Cherry Street, Raleigh, New Jersey. Okay. And I have your phone number as 518-816-9740. Wait, I'm sorry. What? I have your phone number as 518- Oh, yeah. ... 816-9740. Okay, give me one moment. Okay. Okay. So your card is not ready yet. Um, I can try to reach out to my main office, see if they can get me a digital copy. Um, but you just became active this passing Monday, and it takes a little bit for them to create your account and your policy number and stuff. But like I said, I can reach out to my main office and see if there's anything they can, um, send to me. Okay. But ... I will definitely give you that... Okay? And I could definitely give you that phone number and website if you like. Okay. And then if you have to go to your doctor's office, because the process usually takes about 24 to 48 hours. Um, so, so if you... If I don't reach back out to you before your appointment, you can always give them our phone number and we can verify coverage for you. Okay. All right. The phone number is 800- Okay. ... 457- ... 457- ... 1403. ... 1403. Okay. And the website is simply multiplan.com. Is what? I'm sorry. Mm-hmm. Multiplan.com. Multi-... And then, um, when you go there and it gives you options, what you're gonna choose as far as plan, it's gonna say limited benefit plan. And then you'll put in your ZIP code. Okay. Thank you so much. No problem. Thank you so much for, for calling. You have a great day. You too. Bye. Bye-bye.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good morning. Thank you for calling Benefits in a Cart . <|sco|>

Speaker speaker\_2: Whoever this is, let us know who's speaking with.

Speaker speaker\_3: Hi, um, my name's Carly Brancato.

Speaker speaker\_1: And, uh, good afternoon, Ms. Brancato.

Speaker speaker\_3: Um, so I recently got insurance through my contracting company, um, and I haven't got any information for it yet, so I'm still waiting for that. But I was wondering if you could tell me if specific doctors are in network?

Speaker speaker\_1: Okay. Um, do you know what plan you have?

Speaker speaker\_3: Um, it's APL.

Speaker speaker\_1: Okay. Bear with me one moment. I'm gonna place you on a brief hold.

Speaker speaker\_3: Okay.

Speaker speaker\_1: Okay. Thank you so much for holding, Ms. Brancato. Um, whenever you're ready, I can give you that phone number. We're just the healthcare administrators, so I don't have a list of providers, but I can give you a phone number.

Speaker speaker\_3: Okay. And will I... If I call that number, do I just ask them?

Speaker speaker\_1: Um, y- you should... I believe it asks you for your information as far as, like, ZIP code and state. Um, and it should provide you a list. Or I can give you a website as well.

Speaker speaker\_3: Okay. Are you also able to give me, like, my group number or any information? Because I am supposed to have an appointment on Thursday, but I don't have any of that information yet.

Speaker speaker\_1: Okay. I need to take a look at, to see if you're active, um, and if there's anything I can give you today.

Speaker speaker\_3: Okay.

Speaker speaker\_1: What's the name of the facility you say work for?

Speaker speaker\_3: Oxford.

Speaker speaker\_1: Okay, and the last four digits of your social?

Speaker speaker\_3: Um, uh, hold on . 9057.

Speaker speaker\_1: All right. Do we hear from your address and date of birth?

Speaker speaker\_3: Uh, April 2nd, 1998 and 40 East Cherry Street, Raleigh, New Jersey.

Speaker speaker\_1: Okay. And I have your phone number as 518-816-9740.

Speaker speaker\_3: Wait, I'm sorry. What?

Speaker speaker\_1: I have your phone number as 518-

Speaker speaker\_4: Oh, yeah.

Speaker speaker\_1: ... 816-9740. Okay, give me one moment.

Speaker speaker\_3: Okay.

Speaker speaker\_1: Okay. So your card is not ready yet. Um, I can try to reach out to my main office, see if they can get me a digital copy. Um, but you just became active this passing Monday, and it takes a little bit for them to create your account and your policy number and stuff. But like I said, I can reach out to my main office and see if there's anything they can, um, send to me.

Speaker speaker\_3: Okay.

Speaker speaker\_1: But ... I will definitely give you that... Okay? And I could definitely give you that phone number and website if you like.

Speaker speaker\_3: Okay.

Speaker speaker\_1: And then if you have to go to your doctor's office, because the process usually takes about 24 to 48 hours. Um, so, so if you... If I don't reach back out to you before your appointment, you can always give them our phone number and we can verify coverage for you.

Speaker speaker\_3: Okay.

Speaker speaker\_1: All right. The phone number is 800-

Speaker speaker\_3: Okay.

Speaker speaker\_1: ... 457-

Speaker speaker\_3: ... 457-

Speaker speaker\_1: ... 1403.

Speaker speaker\_3: ... 1403. Okay.

Speaker speaker\_1: And the website is simply [multiplan.com](http://multiplan.com).

Speaker speaker\_3: Is what? I'm sorry.

Speaker speaker\_1: Mm-hmm. [Multiplan.com](http://Multiplan.com).

Speaker speaker\_3: Multi-...

Speaker speaker\_1: And then, um, when you go there and it gives you options, what you're gonna choose as far as plan, it's gonna say limited benefit plan. And then you'll put in your ZIP code.

Speaker speaker\_3: Okay. Thank you so much.

Speaker speaker\_1: No problem. Thank you so much for, for calling. You have a great day.

Speaker speaker\_3: You too. Bye.

Speaker speaker\_1: Bye-bye.