

Transcript: Pearl

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Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Lauri- Lawrence Green. And how can I assist you? Excuse me? I help and assist you. Oh, I'm sorry. Uh, I'm- I'm- I can't find anywhere online the, uh, list of, uh, network- in-network providers for this plan I have. Okay. Which plan do you have? I'm sorry? Which plan is it? Well, it's the, um... It's the, uh... Hold on a second here. Hmm. Can you, can you look up to see what plan I have? 'Cause I, I don't remember how to exactly... What's the name of the staff agency you work for? It's a limited benefit plan, multi-plan, APL. This is, uh, COBRA. Okay. So you're no longer working for a staff... Or, what's the staff name you originally got that with? Right. That, that's correct. That was through, uh, MEU. So on your card there's... Okay. Mm-hmm. On your card, there should be a number that says, "Find a provider," that you'll be able to call and they'll se- and they'll give you a list. Okay. Um- Or you can go to multiplan.com. Um, let me- Mm-hmm. ... click on exactly 26. Okay. I see the phone number, 800-457-1403. So go to, uh, multiplan.com? Yes. The website would be multiplan.com. Mm-hmm. And then... Oh, what is that? Give me one second. Oh, okay. Yep. And then, you'll click where it says, "Find a provider" in the right-hand corner. It'll say, "Find Provider"? Is that what you said? Yep. It'll say, "Find a provider," and it's in, um- Mm-hmm. ... like a yellow greenish bo- uh, circle. Mm-hmm. Mm-hmm. And then, you'll just go down and choose, "Multi-plan Limited Benefit Plan." Mm-hmm. And search. And then there, you can put, either put in... Say, you have a provider in mind that you like going to, you can put it in there and see if they come up. Or, you can put the city and ZIP code. Um, it gives you a couple different options on... as far as searching. Okay. Okay. Let me give that a shot, then. I appreciate it. Thank you. No problem. Thank you so much for calling. Have a great day. Mm-hmm.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Lauri- Lawrence Green.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Excuse me?

Speaker speaker_0: I help and assist you.

Speaker speaker_1: Oh, I'm sorry. Uh, I'm- I'm- I can't find anywhere online the, uh, list of, uh, network- in-network providers for this plan I have.

Speaker speaker_0: Okay. Which plan do you have?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Which plan is it?

Speaker speaker_1: Well, it's the, um... It's the, uh... Hold on a second here. Hmm. Can you, can you look up to see what plan I have? 'Cause I, I don't remember how to exactly...

Speaker speaker_0: What's the name of the staff agency you work for?

Speaker speaker_1: It's a limited benefit plan, multi-plan, APL. This is, uh, COBRA.

Speaker speaker_0: Okay. So you're no longer working for a staff... Or, what's the staff name you originally got that with?

Speaker speaker_1: Right. That, that's correct. That was through, uh, MEU.

Speaker speaker_0: So on your card there's... Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: On your card, there should be a number that says, "Find a provider," that you'll be able to call and they'll se- and they'll give you a list.

Speaker speaker_1: Okay. Um-

Speaker speaker_0: Or you can go to multiplan.com. Um, let me-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... click on exactly 26.

Speaker speaker_1: Okay. I see the phone number, 800-457-1403. So go to, uh, multiplan.com?

Speaker speaker_0: Yes. The website would be multiplan.com.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then... Oh, what is that? Give me one second. Oh, okay. Yep. And then, you'll click where it says, "Find a provider" in the right-hand corner.

Speaker speaker_1: It'll say, "Find Provider"? Is that what you said?

Speaker speaker_0: Yep. It'll say, "Find a provider," and it's in, um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... like a yellow greenish bo- uh, circle.

Speaker speaker_1: Mm-hmm. Mm-hmm.

Speaker speaker_0: And then, you'll just go down and choose, "Multi-plan Limited Benefit Plan."

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And search. And then there, you can put, either put in... Say, you have a provider in mind that you like going to, you can put it in there and see if they come up. Or, you can put the city and ZIP code. Um, it gives you a couple different options on... as far as searching.

Speaker speaker_1: Okay. Okay. Let me give that a shot, then. I appreciate it. Thank you.

Speaker speaker_0: No problem. Thank you so much for calling. Have a great day.

Speaker speaker_1: Mm-hmm.