

Transcript: Pearl

Rojas-6740628145881088-5489850118750208

Full Transcript

Hi, good morning. Thank you for calling the benefits of the card. My name is Pearl Hood, who is pleasure speaking with? Hi. Yes, this is Amy Stefanik. And how can I assist you? Yeah. So I'm just trying to figure out, um, what providers that I can use with this new insurance. Um... Okay. For which service? So, um, gynecology. Right. Um, and do you know what, what plans you have or have you received any cards? So I asked for a physical copy of the card. I still haven't gotten that. Um, but when I... So it shows as American Public Life, but then it also says MultiPlan in it. Okay. So it looks like you do have preventative health. Let me take a look just to make sure. What's the name of the staffing agency you work for? Uh, Nor Staffing Group. N-O-O-R. And the last four digits of your Social? Yep. 1209. And if you can confirm your address and date of birth. Yep. So 6765 Corporate Boulevard, Apartment 6110, uh, Baton Rouge, Louisiana 70809. November 25th, 1987. Okay. And your phone number is 585-301-3641? Yep. And your email address is als8165@gmail... at gmail.com, I'm sorry. Yep. Okay. Bear with me. Okay. So that card was requested on the 3rd. It usually takes seven to ten business days. Um, and then they sent you a virtual copy on the 4th. Yeah. And then you have... You have a medical plan and, um, depending on the type of gyn-gynecology appointment with its preventive health, let me... On your... On the email version of your card, there is a number that says Find a Provider that you can call and they'll give you a list of providers in your area once you put in, like, zip code, um, and that kind of stuff. But let me get you over to the insurance carrier that way you can confirm that the service you're going to have done or the type, type of thing you're going for is covered or not. Um, just that way you don't- Okay. ... go and present the card and then it not be covered. Yeah, 'cause when I call the company they're like, "Oh..." Um, that doesn't come up, the American Public Life doesn't, but they said MultiPlan comes up, but it has different names under it and I just didn't know if I have something else than American Public Life with the MultiPlan. Um, that's- It's just a different name. ... just a different network name. Yeah. No worries. Okay. Yeah. We're getting it. Yeah. Just, it... The, the card has a lot of information on it. Yeah. Um, and if you're not sure what you're looking at then it's, uh, a little confusing. But let me get you over to them just to confirm what you're wanting to go for is a covered service. Okay? Okay. Thanks. No problem. Bear with me one moment.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling the benefits of the card. My name is Pearl Hood, who is pleasure speaking with?

Speaker speaker_1: Hi. Yes, this is Amy Stefanik.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yeah. So I'm just trying to figure out, um, what providers that I can use with this new insurance. Um...

Speaker speaker_0: Okay. For which service?

Speaker speaker_1: So, um, gynecology.

Speaker speaker_0: Right. Um, and do you know what, what plans you have or have you received any cards?

Speaker speaker_1: So I asked for a physical copy of the card. I still haven't gotten that. Um, but when I... So it shows as American Public Life, but then it also says MultiPlan in it.

Speaker speaker_0: Okay. So it looks like you do have preventative health. Let me take a look just to make sure. What's the name of the staffing agency you work for?

Speaker speaker_1: Uh, Nor Staffing Group. N-O-O-R.

Speaker speaker_0: And the last four digits of your Social?

Speaker speaker_1: Yep. 1209.

Speaker speaker_0: And if you can confirm your address and date of birth.

Speaker speaker_1: Yep. So 6765 Corporate Boulevard, Apartment 6110, uh, Baton Rouge, Louisiana 70809. November 25th, 1987.

Speaker speaker_0: Okay. And your phone number is 585-301-3641?

Speaker speaker_1: Yep.

Speaker speaker_0: And your email address is als8165@gmail... at gmail.com, I'm sorry.

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. Bear with me. Okay. So that card was requested on the 3rd. It usually takes seven to ten business days. Um, and then they sent you a virtual copy on the 4th.

Speaker speaker_1: Yeah.

Speaker speaker_0: And then you have... You have a medical plan and, um, depending on the type of gyn-gynecology appointment with its preventive health, let me... On your... On the email version of your card, there is a number that says Find a Provider that you can call and they'll give you a list of providers in your area once you put in, like, zip code, um, and that kind of stuff. But let me get you over to the insurance carrier that way you can confirm that the service you're going to have done or the type, type of thing you're going for is covered or not. Um, just that way you don't-

Speaker speaker_1: Okay.

Speaker speaker_0: ... go and present the card and then it not be covered.

Speaker speaker_1: Yeah, 'cause when I call the company they're like, "Oh..." Um, that doesn't come up, the American Public Life doesn't, but they said MultiPlan comes up, but it has different names under it and I just didn't know if I have something else than American Public Life with the MultiPlan.

Speaker speaker_0: Um, that's-

Speaker speaker_1: It's just a different name.

Speaker speaker_0: ... just a different network name. Yeah. No worries.

Speaker speaker_1: Okay. Yeah.

Speaker speaker_0: We're getting it. Yeah. Just, it... The, the card has a lot of information on it.

Speaker speaker_1: Yeah.

Speaker speaker_0: Um, and if you're not sure what you're looking at then it's, uh, a little confusing. But let me get you over to them just to confirm what you're wanting to go for is a covered service. Okay?

Speaker speaker_1: Okay. Thanks.

Speaker speaker_0: No problem. Bear with me one moment.