

Transcript: Sara

Marulanda-5590846566744064-5229474863562752

Full Transcript

Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Sure. My name is James Dederick. Hello, Mr. James. Uh, how may I help you? Uh, I am a, a new client, and I'm trying to figure out, uh, uh, the healthcare providers or doctors in my... this, this... in this, uh, plan. Area. Mm-hmm. Okay. Um, let me find your account first. Okay. May I have the name of the agency that you are working with and the last four of your Social? Okay. The agency is Surge Staffing. Okay. My last four are 9920. Thank you very much. You're welcome. Mr. James Dederick? Mm-hmm. And just for security purposes, can you please verify your address and date of birth? My address is 423 Nicholas Ridge Drive. It is Elizabethtown, Kentucky, 42701. Date of birth? Yes, sir, please. May 19th, 1958. Thank you very much. You made jd2n@gmail.com? Jd2n@gmail.com. Correct. Um, phone number, 270-872-9528. Yes, ma'am. Thank you very much. Mm-hmm. Okay. Now, could you repeat the, the question? What would you like us, uh, to help you with? Well, now that we're in the plan, we're trying to find, uh, healthcare providers in our area. Okay. Okay. Um, I can- And do, do, do we get a card or anything like that? Yes. You will receive a card. That's what I was to tell you. Uh, your coverage- Okay. ... is not active yet. We haven't received the money yet. So, um- Oh, okay. Yeah, it's not active. If we... Have you seen any deduction from your paycheck? Uh, it just came out on this paycheck, so they told me that- Oh, okay. ... after it comes out, I will be able to use it the following Monday. So, it may be a little longer than that, but... Okay. Um, if, if we received the payment on Monday- Uh-huh. ... that same day, the coverage is start, uh... They start processing the coverage, the police numbers, everything. And you will receive your ID cards probably by... between Thursday and Friday. Okay. Uh, if you haven't received them by then, uh, just give us a call, and we will send you virtual copies in the meantime- Okay. ... while you wait for the hard copy. Um, yeah, but right now the... Oh, um, by the way, the phone number for, um, to locate providers in your area- Uh-huh. ... is on the ID card. Ah. I can give you a number, but, I mean, I don't know if they're gonna give you the information, uh, because you're not enrolled yet. Okay. Do you want me to provide you with the number? Uh, yeah. Yes. Okay. The name is MultiPlan. MultiPlan. Mm-hmm. And the number is 800-457-1403. ... -457-1403. Yes, sir. You're correct. Okay. So yes, uh, I understand. Uh, I was just hoping that we could, uh, do some, do some shopping and see who we can go to before we actually... you know, get ahead of the game- Yes. I, I understand that. ... before we... Okay. Um, hopefully MultiPlan provides you the information. I'm, I'm sorry. I mean, it's not showing in the system, so I... Okay. That's great. That's what I needed to know. All right. It sounds perfect. Um, anything else that I can help you with? No, ma'am. Sarah, I really appreciate your help. My pleasure, Mr. James. Have a wonderful day, and thank you for calling Benefits in a Card, sir. You're welcome. You have a blessed day as well. Amen. God bless d- God bless you, sir. Bye-bye. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Sure. My name is James Dederick. Hello, Mr. James. Uh, how may I help you? Uh, I am a, a new client, and I'm trying to figure out, uh, uh, the healthcare providers or doctors in my... this, this... in this, uh, plan. Area. Mm-hmm. Okay. Um, let me find your account first. Okay. May I have the name of the agency that you are working with and the last four of your Social? Okay. The agency is Surge Staffing. Okay. My last four are 9920. Thank you very much. You're welcome. Mr. James Dederick? Mm-hmm. And just for security purposes, can you please verify your address and date of birth? My address is 423 Nicholas Ridge Drive. It is Elizabethtown, Kentucky, 42701. Date of birth? Yes, sir, please. May 19th, 1958. Thank you very much. You made jdpd2n@gmail.com? Jdpd2n@gmail.com. Correct. Um, phone number, 270-872-9528. Yes, ma'am. Thank you very much. Mm-hmm. Okay. Now, could you repeat the, the question? What would you like us, uh, to help you with? Well, now that we're in the plan, we're trying to find, uh, healthcare providers in our area. Okay. Okay. Um, I can- And do, do, do we get a card or anything like that? Yes. You will receive a card. That's what I was to tell you. Uh, your coverage- Okay. ... is not active yet. We haven't received the money yet. So, um- Oh, okay. Yeah, it's not active. If we... Have you seen any deduction from your paycheck? Uh, it just came out on this paycheck, so they told me that- Oh, okay. ... after it comes out, I will be able to use it the following Monday. So, it may be a little longer than that, but... Okay. Um, if, if we received the payment on Monday- Uh-huh. ... that same day, the coverage is start, uh... They start processing the coverage, the police numbers, everything. And you will receive your ID cards probably by... between Thursday and Friday. Okay. Uh, if you haven't received them by then, uh, just give us a call, and we will send you virtual copies in the meantime- Okay. ... while you wait for the hard copy. Um, yeah, but right now the... Oh, um, by the way, the phone number for, um, to locate providers in your area- Uh-huh. ... is on the ID card. Ah. I can give you a number, but, I mean, I don't know if they're gonna give you the information, uh, because you're not enrolled yet. Okay. Do you want me to provide you with the number? Uh, yeah. Yes. Okay. The name is MultiPlan. MultiPlan. Mm-hmm. And the number is 800-457-1403. ... -457-1403. Yes, sir. You're correct. Okay. So yes, uh, I understand. Uh, I was just hoping that we could, uh, do some, do some shopping and see who we can go to before we actually... you know, get ahead of the game- Yes. I, I understand that. ... before we... Okay. Um, hopefully MultiPlan provides you the information. I'm, I'm sorry. I mean, it's not showing in the system, so I... Okay. That's great. That's what I needed to know. All right. It sounds perfect. Um, anything else that I can help you with? No, ma'am. Sarah, I really appreciate your help. My pleasure, Mr. James. Have a wonderful day, and thank you for calling Benefits in a Card, sir. You're welcome. You have a blessed day as well. Amen. God bless d- God bless you, sir. Bye-bye. Bye-bye.