

Transcript: Sara

Marulanda-6409699719168000-5601281915797504

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Connect Card. My name is Sarah. May I have your name, please? Dawnelle Banks. Hello, Ms. Banks. How may I help you? Um, do I need to call you guys to, um, set my primary care provider or do I just make an appointment with one that I've chosen that's in network? Okay. Let me check what plan do you have. And may I have the name of the agency that you are working with and the last four of your Social? Creative Circle, and the last- Mm-hmm. ... four is 0686. Thank you very much. Ms. Banks, and just for security purposes can you please verify your address and date of birth? 1160 North Conwell Avenue, Apartment 225, Covina, California 91722. Date of birth is 4-21-81. And is your email then d- dawnelle.l.banks? Yes. And is your phone number 714-5146-025? Yes. Thank you very much. Okay. Uh, if you want to see your primary care doctor, you need to use the APL, uh, card, the 1.7 million- Okay. That wasn't my question. ... and it- That wasn't my question. That wasn't my question. My question is- Yes. Uh, let me explain this. What I'm trying to say is- What I need- ... you d- there is no network for the Angel+ Premier Plan. So you don't have to go to a network. And yes, you need to make an appointment with your doctor, any doctor. The only one that requires network is ME-C TeleRx, which is the preventive care plan. Okay.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Connect Card. My name is Sarah. May I have your name, please? Dawnelle Banks. Hello, Ms. Banks. How may I help you? Um, do I need to call you guys to, um, set my primary care provider or do I just make an appointment with one that I've chosen that's in network? Okay. Let me check what plan do you have. And may I have the name of the agency that you are working with and the last four of your Social? Creative Circle, and the last- Mm-hmm. ... four is 0686. Thank you very much. Ms. Banks, and just for security purposes can you please verify your address and date of birth? 1160 North Conwell Avenue, Apartment 225, Covina, California 91722. Date of birth is 4-21-81. And is your email then d- dawnelle.l.banks? Yes. And is your phone number 714-5146-025? Yes. Thank you very much. Okay. Uh, if you want to see your primary care doctor, you need to use the APL, uh, card, the 1.7 million- Okay. That wasn't my question. ... and it- That wasn't my question. That wasn't my question. My question is- Yes. Uh, let me explain this. What I'm trying to say is- What I need- ... you d- there is no network for the Angel+ Premier Plan. So you don't have to go to a network. And yes, you need to make an appointment with your doctor, any doctor. The only one that requires network is ME-C TeleRx, which is the preventive care plan. Okay.