

Transcript: VICTORIA

Taylor-5459782898728960-5278709090795520

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah, this is Newton Hawkins and I want, uh, uh, a car holder. I was calling, do I need to go to a persistent? 'Cause I want to go see my doctor. Can I use this insurance or do I need to go to a persistent doctor for checkups and stuff? Okay. Are... So, what are you asking? What is a persistent doctor? I don't understand. Uh, my family's... My, uh, family doctor, you know, for like checkups and stuff like that. Okay. Let me pull up your file and see what you're enrolled into. What's the name of the agency you work for? Uh, WorkSmart. And the last four of your Social? 5306. Okay. And your first and last name? Newton Hawkins. And if you will, verify your address and date of birth. 1057 Pritchard Bridge Road, Dakota, Georgia 30577. 63072. And the phone number is 706-297-3425? Yes, ma'am. And then email is newtonhawkins096@gmail.com. Yes, ma'am. Okay. So, basically the medical plan that you have is the Hospital Indemnity Plan. Um, let's see. It looks like you... You may have to stay within network for this plan, so what you can do is you can either go on to multiplan.com or you can call MultiPlan and they can help you, uh, either find a provider in network or they can verify if your provider's in network or not. So I got to call who now? MultiPlan, which is the name of the network. If you have your ID card, that information should be on there. All right then. Yes, sir. All right. Thank you. You're welcome. Do you need help with any-

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Yeah, this is Newton Hawkins and I want, uh, uh, a car holder. I was calling, do I need to go to a persistent? 'Cause I want to go see my doctor. Can I use this insurance or do I need to go to a persistent doctor for checkups and stuff?

Speaker speaker_0: Okay. Are... So, what are you asking? What is a persistent doctor? I don't understand.

Speaker speaker_1: Uh, my family's... My, uh, family doctor, you know, for like checkups and stuff like that.

Speaker speaker_0: Okay. Let me pull up your file and see what you're enrolled into. What's the name of the agency you work for?

Speaker speaker_1: Uh, WorkSmart.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 5306.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Newton Hawkins.

Speaker speaker_0: And if you will, verify your address and date of birth.

Speaker speaker_1: 1057 Pritchard Bridge Road, Dakota, Georgia 30577. 63072.

Speaker speaker_0: And the phone number is 706-297-3425?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is newtonhawkins096@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So, basically the medical plan that you have is the Hospital Indemnity Plan. Um, let's see. It looks like you... You may have to stay within network for this plan, so what you can do is you can either go on to multiplan.com or you can call MultiPlan and they can help you, uh, either find a provider in network or they can verify if your provider's in network or not.

Speaker speaker_1: So I got to call who now?

Speaker speaker_0: MultiPlan, which is the name of the network. If you have your ID card, that information should be on there.

Speaker speaker_1: All right then.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome. Do you need help with any-