

## Transcript: VICTORIA

**Taylor-5578534757908480-4538909385867264**

### Full Transcript

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Hi, my name is Tisha Coke. Can you hear me? Yes, I can hear you. Okay. Um, I'm, I have Benefits in a Card and I'm with Mega4. Okay. And, um, I'm at the doctor's now, and they send this card for them. They, they'd never heard of Benefit in a Card, and they're saying that it's hard. I gave them, um, because I had got an email for a card because, um, I had a problem with the pharmacy too. So they say they, they can't... Somehow or another, it's not full enough or something. Okay. What's the name of the agency you work for? Um, Mega4. And the last four of your Social? 5089. Okay. Uh, do you mind verifying your address and date of birth? 1561 Bonnie Lane, Charleston, North Carolina 285001. And birthday is 4/15/1981. Phone number 252-620-0805. Yes, ma'am. Email is going to be, uh, Johnson and then first name zero@gmail.com. Yes, ma'am. Okay. So Benefits in a Card is the name of our company, and we're just your benefits administrators, so we're not the insurance carrier. That might be where some of the confusion is coming from. Oh, okay. Now, do you have both of your medical ID cards? Okay. Because you should have- Yeah, I tried to print them out. Um, the one that's called, um... Hold on. Did I get tired of sleeping today? Um... No. Let me try and do two things at once. Hang on. Where it's called, um, medical benefit verification. Okay. I'm not sure what you're looking at. Is that a website? Okay. No, um, the guy, when I was having problems getting the pharmacy, he sent it to me. Uh, it, we call APL. That's the only thing I have is them, them two. Okay. So one says APL, which is American Public Life. Does it say Limited Benefit Med Plan? Yes, ma'am. Okay. That's for your non-preventative care. Do you have the other ID card that has, um... Let's see. It looks like on one side it says MetLife. On the other side, it'll say MultiPlan, um, Benefits in a Card. Um, um, I do have that card, but if it, um... I had only showed them this one that I got, I think, to the email. Um, I do have that card that lives in my other vehicles. So, that's the card I supposed, showed them, right? Well, it depends. So, like I said, you, is it a preventative or a non-preventative visit? What, which one? Uh, I have no clue. I, I, I mean, I don't have it on me because I, I, I don't have it on me. Okay. So what I'm gonna do is- But I do use it for- What I'm gonna do is I'm gonna send you both of your medical ID cards. Okay. Um, one of them is for your preventative care, and the other is for your non-preventative care. Um- Okay. But if you just send this information to them, the email I'm gonna send to you, if you just forward that over to them or show them what's in this email, they can decipher which one works. Okay. Um, now did you verify if they're in network? Uh, no, because I just set my thing up. I didn't even know I had to set up a whole thing too. I just read the email a long time... I read it, but I had the email a long time ago. So, no, I just- Okay, because that very well could be the issue as well. They might not be a network. Okay. But give me just a few seconds. I'm downloading your ID cards and I'm gonna send it to your email. Okay. I just sent that to your email. You should get it here in a few seconds. All right.

Mm-hmm. Both of them. You got both of them? Yeah. Um, I was going to say I got the, um, email. Okay. So those two ID cards are the ID cards for your medical. Okay. Yep. I received them, mm-hmm. Okay. So again, the issue could be that that provider is n- not in network. And in that case- Oh. ... there's not much I can do about that. Um, I know that- Okay. ... you, you can either go on to multiplan.com or you can call MultiPlan and verify if that employer... or not, not that employer, but that provider if, you know, you can verify if they're in network or not by that website and phone number. Okay. Okay. Yeah, I appreciate it. Yes, ma'am. Did you need help with anything else? No, ma'am. Okay. You have a wonderful day. You too. Thank you. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hi, my name is Tisha Coke. Can you hear me?

Speaker speaker\_0: Yes, I can hear you.

Speaker speaker\_1: Okay. Um, I'm, I have Benefits in a Card and I'm with Mega4.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And, um, I'm at the doctor's now, and they send this card for them. They, they'd never heard of Benefit in a Card, and they're saying that it's hard. I gave them, um, because I had got an email for a card because, um, I had a problem with the pharmacy too. So they say they, they can't... Somehow or another, it's not full enough or something.

Speaker speaker\_0: Okay. What's the name of the agency you work for?

Speaker speaker\_1: Um, Mega4.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 5089.

Speaker speaker\_0: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker\_1: 1561 Bonnie Lane, Charleston, North Carolina 285001. And birthday is 4/15/1981.

Speaker speaker\_0: Phone number 252-620-0805.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Email is going to be, uh, Johnson and then first name zero@gmail.com.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So Benefits in a Card is the name of our company, and we're just your benefits administrators, so we're not the insurance carrier. That might be where some of

the confusion is coming from.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: Now, do you have both of your medical ID cards?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Because you should have-

Speaker speaker\_1: Yeah, I tried to print them out. Um, the one that's called, um... Hold on. Did I get tired of sleeping today? Um... No. Let me try and do two things at once. Hang on. Where it's called, um, medical benefit verification.

Speaker speaker\_0: Okay. I'm not sure what you're looking at. Is that a website?

Speaker speaker\_1: Okay. No, um, the guy, when I was having problems getting the pharmacy, he sent it to me. Uh, it, we call APL. That's the only thing I have is them, them two.

Speaker speaker\_0: Okay. So one says APL, which is American Public Life. Does it say Limited Benefit Med Plan?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. That's for your non-preventative care. Do you have the other ID card that has, um... Let's see. It looks like on one side it says MetLife. On the other side, it'll say MultiPlan, um, Benefits in a Card.

Speaker speaker\_1: Um, um, I do have that card, but if it, um... I had only showed them this one that I got, I think, to the email. Um, I do have that card that lives in my other vehicles. So, that's the card I supposed, showed them, right?

Speaker speaker\_0: Well, it depends. So, like I said, you, is it a preventative or a non-preventative visit?

Speaker speaker\_1: What, which one? Uh, I have no clue. I, I, I mean, I don't have it on me because I, I, I don't have it on me.

Speaker speaker\_0: Okay. So what I'm gonna do is-

Speaker speaker\_1: But I do use it for-

Speaker speaker\_0: What I'm gonna do is I'm gonna send you both of your medical ID cards.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, one of them is for your preventative care, and the other is for your non-preventative care. Um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: But if you just send this information to them, the email I'm gonna send to you, if you just forward that over to them or show them what's in this email, they can decipher which one works.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, now did you verify if they're in network?

Speaker speaker\_1: Uh, no, because I just set my thing up. I didn't even know I had to set up a whole thing too. I just read the email a long time... I read it, but I had the email a long time ago. So, no, I just-

Speaker speaker\_0: Okay, because that very well could be the issue as well. They might not be a network.

Speaker speaker\_1: Okay.

Speaker speaker\_0: But give me just a few seconds. I'm downloading your ID cards and I'm gonna send it to your email. Okay. I just sent that to your email. You should get it here in a few seconds.

Speaker speaker\_2: All right. Mm-hmm. Both of them.

Speaker speaker\_0: You got both of them?

Speaker speaker\_2: Yeah. Um, I was going to say I got the, um, email.

Speaker speaker\_0: Okay. So those two ID cards are the ID cards for your medical.

Speaker speaker\_2: Okay. Yep. I received them, mm-hmm.

Speaker speaker\_0: Okay. So again, the issue could be that that provider is n- not in network. And in that case-

Speaker speaker\_2: Oh.

Speaker speaker\_0: ... there's not much I can do about that. Um, I know that-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... you, you can either go on to [multiplan.com](https://www.multiplan.com) or you can call MultiPlan and verify if that employer... or not, not that employer, but that provider if, you know, you can verify if they're in network or not by that website and phone number.

Speaker speaker\_2: Okay. Okay. Yeah, I appreciate it.

Speaker speaker\_0: Yes, ma'am. Did you need help with anything else?

Speaker speaker\_2: No, ma'am.

Speaker speaker\_0: Okay. You have a wonderful day.

Speaker speaker\_2: You too. Thank you.

Speaker speaker\_0: Thank you. Bye-bye.