

Transcript: VICTORIA

Taylor-5705249012629504-6263110302220288

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. I'm having difficulty finding a provider through the database provided by MultiPlan. I'm trying to use a different database, and I just needed clarification on what type of health insurance I have and just a better understanding of how it works. Okay. What's the name of the agency you work for? TRC Staffing. And the last four of your Social? 2631. Okay. Do you mind verifying, uh, your first and last name? Alexander Hudson. Okay. And then if you'll verify your address and date of birth as well. 174 Chester Avenue Southeast, 117, Atlanta, Georgia 30316. 9894 is my birth day. And phone number 404-375-9936? That is correct. And email is hudson@works@gmail.com? That is correct. Okay. So, it looks like you're enrolled into a few different things, the, uh, dental, short-term disability, the vision, uh, the VIP Standard Medical Plan, and the IDX, uh, Experts for employee only. Hmm. Okay. Um, now with the medical plan- Mm-hmm. ... do you have any specific information on what type of medical plan I have? The reason why I'm asking is because when I try to find a net- a network provider in MultiPlan... My plan is called the MultiPlan Limited Benefit Plan, but I'm looking up further information for these providers by using ZocDoc. And ZocDoc doesn't seem to have my specific plan, um, but what they do have is something that's called MultiPlan PHCS. So, I'm just trying to figure out if that is what my plan is also called or not. I'm not aware of that, and I'm not aware of that other site that you're using either. Okay. Never mind. Well, thank you so much for your time. Yeah. It might be easier just to call MultiPlan. Do you need their phone number? Uh, well, I... Yes. Uh, I'd love to talk to an agent. The last time I tried to call them, I got routed to an automated hotline. Okay. I mean, I can give you the phone number to MultiPlan. I don't know if it'll be automated or if there's an option to speak to an agent. What's the number that you have? 800-457-1403. That's the number that I have, so you can disregard that. I appreciate your time. Thank you so much. You're welcome. Have a good day. You as well.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hi, Victoria. I'm having difficulty finding a provider through the database provided by MultiPlan. I'm trying to use a different database, and I just needed clarification on

what type of health insurance I have and just a better understanding of how it works.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: TRC Staffing.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 2631.

Speaker speaker_1: Okay. Do you mind verifying, uh, your first and last name?

Speaker speaker_2: Alexander Hudson.

Speaker speaker_1: Okay. And then if you'll verify your address and date of birth as well.

Speaker speaker_2: 174 Chester Avenue Southeast, 117, Atlanta, Georgia 30316. 9894 is my birth day.

Speaker speaker_1: And phone number 404-375-9936?

Speaker speaker_2: That is correct.

Speaker speaker_1: And email is hudson@works@gmail.com?

Speaker speaker_2: That is correct.

Speaker speaker_1: Okay. So, it looks like you're enrolled into a few different things, the, uh, dental, short-term disability, the vision, uh, the VIP Standard Medical Plan, and the IDX, uh, Experts for employee only.

Speaker speaker_2: Hmm. Okay. Um, now with the medical plan-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... do you have any specific information on what type of medical plan I have? The reason why I'm asking is because when I try to find a net- a network provider in MultiPlan... My plan is called the MultiPlan Limited Benefit Plan, but I'm looking up further information for these providers by using ZocDoc. And ZocDoc doesn't seem to have my specific plan, um, but what they do have is something that's called MultiPlan PHCS. So, I'm just trying to figure out if that is what my plan is also called or not.

Speaker speaker_1: I'm not aware of that, and I'm not aware of that other site that you're using either.

Speaker speaker_2: Okay. Never mind. Well, thank you so much for your time.

Speaker speaker_1: Yeah. It might be easier just to call MultiPlan. Do you need their phone number?

Speaker speaker_2: Uh, well, I... Yes. Uh, I'd love to talk to an agent. The last time I tried to call them, I got routed to an automated hotline.

Speaker speaker_1: Okay. I mean, I can give you the phone number to MultiPlan. I don't know if it'll be automated or if there's an option to speak to an agent.

Speaker speaker_2: What's the number that you have?

Speaker speaker_1: 800-457-1403.

Speaker speaker_2: That's the number that I have, so you can disregard that. I appreciate your time. Thank you so much.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: You as well.