

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hi, thank you for calling. I am calling in reference to like my, um, uh, doctor's visit as- as far as like a... 'cause I never received my, um, insurance card but they did send me via email, um, a ID card but it doesn't say, uh, how much is my co-payment and my doctor said the other thing is if- if my doctor's such as a- a network. Okay. Uh, let's see here. What, uh... So you said that the card that you received via email, uh, y- you just need a little bit more information on what's on the card? Correct. There's nothing other than the- a phone number. I mean, I was at a doctor's visit this morning. I had to pay out of pocket because, uh, it didn't show... I mean, she wanted to know first of all if, um, my insurance was, I mean, would cover something like in the network. Okay. So all medical policies utilize the same network which is the MultiPlan network. Okay. You can go to multiplan.com to, uh, see if the provider is pa- uh, part of that network. It should have said on that card how to locate participating providers. Um, it does not. I'm trying to get to my email to find out where to... Uh... I mean, 'cause they just sent me the PDF that I downloaded the- the insurance card. What did you say? You say? It... There should be something somewhere on that card that says something about to locate participating providers or something to that effect. Yes. Yes. Yes. I see that. Wwmultiplan.com. Correct. Yeah. So that- that would be how you find out if the doctor is in network or not. Um... Okay. If- As far as... Now, as far as any sort of actual coverage information, unfortunately we're just the enrollment admin for the place of employment, like so for your staffing company, so we wouldn't have access to that information. There should also be a customer service number for the carrier on the poli- uh, on the card, um, either ending in 8606 or ending in 4296. Mm-hmm. Um, it may be on the, it may be on the opposite side of the card, um, of the image. Okay. Well, I don't have the opposite side. I only have the front side of it. 90 00:02:24,660 -- 00:02:24,540 Yeah. Where do we send? So does- does the card say APL or 90 Degree Benefits? It says APL. So, so, it should be two... N- uh, 'cause I'm- I... 'cause these- these images, they have to be the exact same information as if- if it were a physical card. There should be- Okay. ... on there it says medical benefit verification/customer service and it has their phone number. Do you see that anywhere? Um, I see on the- the- the side beside it, yes, it says customer service medical benefit verification. Yes. Yes. Yes. So that's- that's the number to APL. They'd be the ones to be- to answer any questions on what exactly your coverage is. Perfect. I'll give them a call then. Thank you for your- the information is that I was just too... I guess I didn't see it and they just didn't want to do their part either at the doctor's visit so I'm like, "Well, okay, I'll have to call myself." So, um, I thought this would be the number but, um, yes. I'll give them a call and go from there, see what they say. All right, ma'am. Thank you for calling and have a good day. Thank you very much. Appreciate it. You're welcome. Bye now. Mm-hmm.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hi, thank you for calling. I am calling in reference to like my, um, uh, doctor's visit as- as far as like a... 'cause I never received my, um, insurance card but they did send me via email, um, a ID card but it doesn't say, uh, how much is my co-payment and my doctor said the other thing is if- if my doctor's such as a- a network.

Speaker speaker_1: Okay. Uh, let's see here. What, uh... So you said that the card that you received via email, uh, y- you just need a little bit more information on what's on the card?

Speaker speaker_2: Correct. There's nothing other than the- a phone number. I mean, I was at a doctor's visit this morning. I had to pay out of pocket because, uh, it didn't show... I mean, she wanted to know first of all if, um, my insurance was, I mean, would cover something like in the network.

Speaker speaker_1: Okay. So all medical policies utilize the same network which is the MultiPlan network.

Speaker speaker_2: Okay.

Speaker speaker_1: You can go to multiplan.com to, uh, see if the provider is pa- uh, part of that network. It should have said on that card how to locate participating providers.

Speaker speaker_2: Um, it does not. I'm trying to get to my email to find out where to... Uh... I mean, 'cause they just sent me the PDF that I downloaded the- the insurance card. What did you say? You say?

Speaker speaker_1: It... There should be something somewhere on that card that says something about to locate participating providers or something to that effect.

Speaker speaker_2: Yes. Yes. Yes. I see that. Wwmultiplan.com. Correct.

Speaker speaker_1: Yeah. So that- that would be how you find out if the doctor is in network or not. Um...

Speaker speaker_2: Okay. If-

Speaker speaker_1: As far as... Now, as far as any sort of actual coverage information, unfortunately we're just the enrollment admin for the place of employment, like so for your staffing company, so we wouldn't have access to that information. There should also be a customer service number for the carrier on the poli- uh, on the card, um, either ending in 8606 or ending in 4296.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, it may be on the, it may be on the opposite side of the card, um, of the image.

Speaker speaker_2: Okay. Well, I don't have the opposite side. I only have the front side of it.
90 00:02:24,660 -- 00:02:24,540

Speaker speaker_1: Yeah.

Speaker speaker_2: Where do we send?

Speaker speaker_1: So does- does the card say APL or 90 Degree Benefits?

Speaker speaker_2: It says APL.

Speaker speaker_1: So, so, it should be two... N- uh, 'cause I'm- I... 'cause these- these images, they have to be the exact same information as if- if it were a physical card. There should be-

Speaker speaker_2: Okay.

Speaker speaker_1: ... on there it says medical benefit verification/customer service and it has their phone number. Do you see that anywhere?

Speaker speaker_2: Um, I see on the- the- the side beside it, yes, it says customer service medical benefit verification. Yes.

Speaker speaker_1: Yes. Yes. So that's- that's the number to APL. They'd be the ones to be- to answer any questions on what exactly your coverage is.

Speaker speaker_2: Perfect. I'll give them a call then. Thank you for your- the information is that I was just too... I guess I didn't see it and they just didn't want to do their part either at the doctor's visit so I'm like, "Well, okay, I'll have to call myself." So, um, I thought this would be the number but, um, yes. I'll give them a call and go from there, see what they say.

Speaker speaker_1: All right, ma'am. Thank you for calling and have a good day.

Speaker speaker_2: Thank you very much. Appreciate it.

Speaker speaker_1: You're welcome. Bye now.

Speaker speaker_2: Mm-hmm.