

Transcript: Chris Sofield

(deactivated)-4686056929574912-5528364172394496

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, Chris. This is Marisol. Um, I am new to this Benefits in a Card, and I have a primary doctor named Ahmed Agha, I think? It's spelled A-G-H-A. I wanted to know if it was covered by my insurance. Okay. So unfortunately, we are not able to see if a pol- if a provider is in network or not. We do not have that kind of information. Um, to locate network providers, you can go to multiplan.com, um, and check to see if the doctor shows up in the list of doctors in your area. Oh, okay. So it's, it's, it's... What is it? Let me see. Hold on, since I have you on the phone. Um, let me go to the internet. Sorry, I'm older so I apologize. Uh, da, dum. Virtualcare.benefitsinacard.com, it's not that one? No, uh, you go to multiplan.com. Multiplan. Multiplan. Multiplan.com. Search. Allow. Got it. Multiplan.com. Okay. And now I'm on multiplan.us. Yep, and then there should be a, a, uh, button somewhere on there that lets you... that says, "To find a provider." Uh, you just follow the directions- Find a provider. ... there. Yeah. Um, follow the directions there and then that should help you with locating the doctors that are in your area that are part of the network. Um, yeah, that, that would be... If, and if for some reason there's any issue with using the website, uh, you can always call Multiplan directly as well, and if you need... And, uh, if you need that information, I can give you that phone number as well. Oh, I got it. I appreciate you. Thank you. No problem. Anything else? Uh, that's about it. I appreciate you. Thank you so much. You're welcome. Thanks for calling. Bye now. Thank you. Bye-bye. Bye now. Bye.

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, Chris. This is Marisol. Um, I am new to this Benefits in a Card, and I have a primary doctor named Ahmed Agha, I think? It's spelled A-G-H-A. I wanted to know if it was covered by my insurance.

Speaker speaker_1: Okay. So unfortunately, we are not able to see if a pol- if a provider is in network or not. We do not have that kind of information. Um, to locate network providers, you can go to multiplan.com, um, and check to see if the doctor shows up in the list of doctors in your area.

Speaker speaker_2: Oh, okay. So it's, it's, it's... What is it? Let me see. Hold on, since I have you on the phone. Um, let me go to the internet. Sorry, I'm older so I apologize. Uh, da, dum. Virtualcare.benefitsinacard.com, it's not that one?

Speaker speaker_1: No, uh, you go to multiplan.com.

Speaker speaker_2: Multiplan. Multiplan. Multiplan.com. Search. Allow. Got it. Multiplan.com. Okay. And now I'm on multiplan.us.

Speaker speaker_1: Yep, and then there should be a, a, uh, button somewhere on there that lets you... that says, "To find a provider." Uh, you just follow the directions-

Speaker speaker_2: Find a provider.

Speaker speaker_1: ... there. Yeah. Um, follow the directions there and then that should help you with locating the doctors that are in your area that are part of the network. Um, yeah, that, that would be... If, and if for some reason there's any issue with using the website, uh, you can always call Multiplan directly as well, and if you need... And, uh, if you need that information, I can give you that phone number as well.

Speaker speaker_2: Oh, I got it. I appreciate you. Thank you.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: Uh, that's about it. I appreciate you. Thank you so much.

Speaker speaker_1: You're welcome. Thanks for calling. Bye now.

Speaker speaker_2: Thank you. Bye-bye.

Speaker speaker_1: Bye now.

Speaker speaker_2: Bye.