

## Transcript: Chris Sofield

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### Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hi, good morning, Chris. Um, so I just got my, um, MultiPlan Benefits Card and I was trying to figure out which insurance... Um, so I'm enrolled, but I'm still trying to figure out which insurance is like basically covering me, basically. Okay. Um, so y- you do have your ID card. Um, on the ID card does it say 90 Degree Benefits or American Public Life? Like the logo? Um, looks like American Public Life, the logo. Okay. So, um, so that medical plan sounds like that's for any sort of standard treatment type services. Things like, so doctor's visits, hospital visits. Right. Right. Emergency rooms. Uh, are you trying to get like detailed breakdown of what exactly your insurance covers? Um, m- so basically, um, I d- I just got over a bout of a cold. I need to go to like urgent care to see, um, just to see a doctor. It's almost all the way up, but I need a doctor's note to return to work. I'm trying to figure out what the process of that is because it's the first time I've had to use this card. So I'm basically- Yeah, so- ... trying to figure out if I need a second card, you know, like another insurance card with this or, you know, what the case is. No, that- that American Public Life card, tha- that- that is your insurance card. You, so you should just be able- Okay. ... to show that to the doctor. Okay. Um, and okay, so- so this is... So the American Public Life is the actual technically insurance that we're under then? Yes, that is... Okay. Yes, American Public Life is the insurance company. Yes, sir. Okay. Okay. Oh, got it. Okay. Um, so, uh, so because I called one urgent care. Um, they looked up in the system but there's no, um... Doesn't show me what like, what my copay or anything would be at the, um, at the office, so I'm kind of curious. Um, I've, I'm going basically to the urgent care tomorrow morning. Give, you know, give them this card, um, and then see... I'm basically, I'm, I think I'm more concerned with how do I, um, call around and find out which locations I can actually go to because I'm used to going to Providence but it looks like this a, um, under, um, a different, um, clinic basically. But I'm trying to figure out what's the process of calling locations to figure out if I'm covered, basically. So okay. So to locate participating providers, that's the MultiPlan information. So there should be a phone number- Okay. Or a website. Right. Yeah. Definitely. That's what I'm looking at right now. It was just... So the ones I've called so far, um, like because I called the first urgent care and, um, they were having a little difficulty finding the plan, the policy in the system, so I wasn't sure... But it's one of the ones that they have listed on the site. So that's what I was a little concerned with. Okay. So I would... So if for some reason there's any issue with the website, then, uh, contacting MultiPlan directly with the, uh, either the number on their website or the number on your ID card, they should be able to help out with that. Okay. Okay. Um, failing all else, you may also be able to get in contact with American Public Life directly. Their customer service number should be on that ID card as well, and they should be able to help out. Okay. Okay, cool. All right. Uh, let's... I'm looking for the APL number. Like I just see the... I think I just see the

MultiPlan number? It- Uh, okay. If you have your APL card, it should be on the back side, I believe, like towards the top. Oh, okay. You'll see like Medical Benefit Verification/Customer Service. Yeah. I see it. I think it's a piece... Okay. Yep, I see it. No, I see it. Okay, perfect. All right. So that's it. Okay, perfect. I think that helps then. All right. I'm a little less nervous now. Appreciate it. All right. No problem. Thanks, man. I think that's been- Well- No, I think that's it. Thank you very much. Appreciate it. You- you're welcome. Thanks for calling and have a good day. Okay, bye. Bye now.

## Conversation Format

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

Speaker speaker\_1: Hi, good morning, Chris. Um, so I just got my, um, MultiPlan Benefits Card and I was trying to figure out which insurance... Um, so I'm enrolled, but I'm still trying to figure out which insurance is like basically covering me, basically.

Speaker speaker\_0: Okay. Um, so y- you do have your ID card. Um, on the ID card does it say 90 Degree Benefits or American Public Life? Like the logo?

Speaker speaker\_1: Um, looks like American Public Life, the logo.

Speaker speaker\_0: Okay. So, um, so that medical plan sounds like that's for any sort of standard treatment type services. Things like, so doctor's visits, hospital visits.

Speaker speaker\_1: Right. Right.

Speaker speaker\_0: Emergency rooms. Uh, are you trying to get like detailed breakdown of what exactly your insurance covers?

Speaker speaker\_1: Um, m- so basically, um, I d- I just got over a bout of a cold. I need to go to like urgent care to see, um, just to see a doctor. It's almost all the way up, but I need a doctor's note to return to work. I'm trying to figure out what the process of that is because it's the first time I've had to use this card. So I'm basically-

Speaker speaker\_0: Yeah, so-

Speaker speaker\_1: ... trying to figure out if I need a second card, you know, like another insurance card with this or, you know, what the case is.

Speaker speaker\_0: No, that- that American Public Life card, tha- that- that is your insurance card. You, so you should just be able-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... to show that to the doctor.

Speaker speaker\_1: Okay. Um, and okay, so- so this is... So the American Public Life is the actual technically insurance that we're under then?

Speaker speaker\_0: Yes, that is...

Speaker speaker\_1: Okay.

Speaker speaker\_0: Yes, American Public Life is the insurance company. Yes, sir.

Speaker speaker\_1: Okay. Okay. Oh, got it. Okay. Um, so, uh, so because I called one urgent care. Um, they looked up in the system but there's no, um... Doesn't show me what like, what my copay or anything would be at the, um, at the office, so I'm kind of curious. Um, I've, I'm going basically to the urgent care tomorrow morning. Give, you know, give them this card, um, and then see... I'm basically, I'm, I think I'm more concerned with how do I, um, call around and find out which locations I can actually go to because I'm used to going to Providence but it looks like this a, um, under, um, a different, um, clinic basically. But I'm trying to figure out what's the process of calling locations to figure out if I'm covered, basically.

Speaker speaker\_0: So okay. So to locate participating providers, that's the MultiPlan information. So there should be a phone number-

Speaker speaker\_1: Okay.

Speaker speaker\_2: Or a website.

Speaker speaker\_1: Right.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Definitely. That's what I'm looking at right now. It was just... So the ones I've called so far, um, like because I called the first urgent care and, um, they were having a little difficulty finding the plan, the policy in the system, so I wasn't sure... But it's one of the ones that they have listed on the site. So that's what I was a little concerned with.

Speaker speaker\_0: Okay. So I would... So if for some reason there's any issue with the website, then, uh, contacting MultiPlan directly with the, uh, either the number on their website or the number on your ID card, they should be able to help out with that.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_0: Um, failing all else, you may also be able to get in contact with American Public Life directly. Their customer service number should be on that ID card as well, and they should be able to help out.

Speaker speaker\_1: Okay. Okay, cool. All right. Uh, let's... I'm looking for the APL number. Like I just see the... I think I just see the MultiPlan number?

Speaker speaker\_0: It-

Speaker speaker\_1: Uh, okay.

Speaker speaker\_0: If you have your APL card, it should be on the back side, I believe, like towards the top.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: You'll see like Medical Benefit Verification/Customer Service.

Speaker speaker\_1: Yeah. I see it.

Speaker speaker\_0: I think it's a piece...

Speaker speaker\_1: Okay. Yep, I see it. No, I see it. Okay, perfect. All right. So that's it. Okay, perfect. I think that helps then. All right. I'm a little less nervous now. Appreciate it. All right.

Speaker speaker\_0: No problem.

Speaker speaker\_1: Thanks, man. I think that's been-

Speaker speaker\_0: Well-

Speaker speaker\_1: No, I think that's it. Thank you very much. Appreciate it.

Speaker speaker\_0: You- you're welcome. Thanks for calling and have a good day.

Speaker speaker\_1: Okay, bye.

Speaker speaker\_0: Bye now.