

Transcript: Chris Sofield

(deactivated)-5824550032949248-6234594130051072

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. I've been transferred like four or five times now. Thank you for calling MyForePartners. This is Chris. How can I help you today? Good morning, Chris. My name is Theresa Nicholson. I've been transferred like five times. I'm just trying to get to a doctor, hopefully today in Woodhaven, um, to get a, g- to, to get checked out. Okay. Um, and so we're just the... All we are is an enrollment administrator for your, for your place of employment if you're working through a temp agency. We don't have anything to do with setting up appointments or anything like that. I understand that. I'm just trying to figure out who am I setting up an appointment with? There's so many different protocols on this, trying to get to the right person to get a provider to go to a doctor. That's all I'm trying to do. Oh, are you, you're just trying to locate a provider? Yes. Okay. Um, so again, unfortunately, because we're not the insurance company, we're not going to have any network information. Uh, the only information I can give you is the bo- either the website or the phone number for MultiPlan, who is the medical, like, that's the, that's the medical network. You can check to see what providers are in your area by, by utilizing those resources. I'll take the website, please. Okay. It's going to, it's just going to be multiplan.com. All right, thank you. Oh, well, I'm sorry. You're welcome. Could I have the number also? Uh, yes. That is 800-457-1403. 8-1403? You're welcome. Anything else? Uh, 1-4-0- You said 8-4-0-3? I'm sorry? Uh, 1-1403. 1403. All right. Thank you. You're welcome. Thanks for calling, and have a good day. You too. Bye-bye. Mm-bye now.

Conversation Format

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

Speaker speaker_1: I've been transferred like four or five times now.

Speaker speaker_2: Thank you for calling MyForePartners. This is Chris. How can I help you today?

Speaker speaker_1: Good morning, Chris. My name is Theresa Nicholson. I've been transferred like five times. I'm just trying to get to a doctor, hopefully today in Woodhaven, um, to get a, g- to, to get checked out.

Speaker speaker_2: Okay. Um, and so we're just the... All we are is an enrollment administrator for your, for your place of employment if you're working through a temp agency. We don't have anything to do with setting up appointments or anything like that.

Speaker speaker_1: I understand that. I'm just trying to figure out who am I setting up an appointment with? There's so many different protocols on this, trying to get to the right person to get a provider to go to a doctor. That's all I'm trying to do.

Speaker speaker_2: Oh, are you, you're just trying to locate a provider?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. Um, so again, unfortunately, because we're not the insurance company, we're not going to have any network information. Uh, the only information I can give you is the bo- either the website or the phone number for MultiPlan, who is the medical, like, that's the, that's the medical network. You can check to see what providers are in your area by, by utilizing those resources.

Speaker speaker_1: I'll take the website, please.

Speaker speaker_2: Okay. It's going to, it's just going to be multiplan.com.

Speaker speaker_1: All right, thank you. Oh, well, I'm sorry.

Speaker speaker_2: You're welcome.

Speaker speaker_1: Could I have the number also?

Speaker speaker_2: Uh, yes. That is 800-457-1403.

Speaker speaker_1: 8-1403?

Speaker speaker_2: You're welcome. Anything else? Uh, 1-4-0-

Speaker speaker_1: You said 8-4-0-3? I'm sorry?

Speaker speaker_2: Uh, 1-1403.

Speaker speaker_1: 1403. All right. Thank you.

Speaker speaker_2: You're welcome. Thanks for calling, and have a good day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_2: Mm-bye now.