

Transcript: Chris Sofield (deactivated)-6407691974688768-5696674768568320

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card®. This is Chris. How can I help you today? Hi, Chris. My name is Melissa E. Morton and, um, I do have this insurance through a staffing agency. My issue is that trying to go online, log in, and do all this stuff just to get the list of the doctors I can go to is, uh, I'm finding it difficult to find. And I was wondering if somebody could email me a list. Um, if that is possible, that's gonna be something that's done, uh, from the actual, like, network which would be MultiPlan. Mm-hmm. Uh, because we unfortunately don't have access to that kind of information here. Okay. Um, what I can do is I can give you the phone number to MultiPlan. Maybe, m- maybe they're, like, someone over there might be able to help you out. Okay. That'd be great. I appreciate that. Yeah. Uh, let me know when you're ready. I'm ready. The phone number is 800-457-1403. Perfect. Thank you so much. You're welcome. Thanks for calling and have a good day. Mm-hmm. You too. Bye-bye. Bye now.

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 Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. My name is Melissa E. Morton and, um, I do have this insurance through a staffing agency. My issue is that trying to go online, log in, and do all this stuff just to get the list of the doctors I can go to is, uh, I'm finding it difficult to find. And I was wondering if somebody could email me a list.

Speaker speaker_1: Um, if that is possible, that's gonna be something that's done, uh, from the actual, like, network which would be MultiPlan.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Uh, because we unfortunately don't have access to that kind of information here.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, what I can do is I can give you the phone number to MultiPlan. Maybe, m- maybe they're, like, someone over there might be able to help you out.

Speaker speaker_2: Okay. That'd be great. I appreciate that.

Speaker speaker_1: Yeah. Uh, let me know when you're ready.

Speaker speaker_2: I'm ready.

Speaker speaker_1: The phone number is 800-457-1403.

Speaker speaker_2: Perfect. Thank you so much.

Speaker speaker_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker_2: Mm-hmm. You too. Bye-bye.

Speaker speaker_1: Bye now.