Transcript: Estefania Acevedo-4844479760875520-4991980614762496

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Good morning, or good afternoon, Stephanie. My name is Caleb King. So, I'm gonna end up having to enroll with you guys on insurance, and I've got a couple of quick questions I'm hoping maybe you can answer. Okay. All right. I've got, I've got a couple of doctors I need to, or, or providers who are under a health system I need to see if y'all cover. Is that something you can check and see for me? I'm sorry. I'm having trouble hearing you. Sounds like you're far away from the phone. Can you repeat that? Can you hear me now? Yes. Now I can. Okay. So, I've got a health system. I just need to check and see if y'all cover, and is that something you're able to do? Oh, okay. So, um, to locate the providers based on the insurance that you have, you actually have to contact the multi-plan networks phone number. How do I do that? Um, I can provide it to you. Um, let me open your file to see what plans you have. Who do you work with? So, I haven't, I haven't enrolled yet. Oh, okay. So, I can actually provide it to you, and then you're welcome to call and ask. Okay. So, that's 800- Uh-huh. ... 457- Okay. ... 1403. And, um, what plan were you looking into enrolling into? Um, see, that's just it. I don't even understand any of this. So, I work for the HSS company. Mm-hmm. And, um, I don't really understand the what options I have. I need health insurance, that's for sure. Okay. So, if you want, I can go over the plans with you, and then from there, um, 'cause some of the plans do require you to stay within the network, but some of them don't. Okay. So, if you want, I can go over the plans with you. You said you work with HS&S;? Yes, ma'am. Okay.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Good morning, or good afternoon, Stephanie. My name is Caleb King. So, I'm gonna end up having to enroll with you guys on insurance, and I've got a couple of quick questions I'm hoping maybe you can answer.

Speaker speaker_0: Okay.

Speaker speaker_1: All right. I've got, I've got a couple of doctors I need to, or, or providers who are under a health system I need to see if y'all cover. Is that something you can check and see for me?

Speaker speaker_0: I'm sorry. I'm having trouble hearing you. Sounds like you're far away from the phone. Can you repeat that?

Speaker speaker_1: Can you hear me now?

Speaker speaker_0: Yes. Now I can.

Speaker speaker_1: Okay. So, I've got a health system. I just need to check and see if y'all cover, and is that something you're able to do?

Speaker speaker_0: Oh, okay. So, um, to locate the providers based on the insurance that you have, you actually have to contact the multi-plan networks phone number.

Speaker speaker_1: How do I do that?

Speaker speaker_0: Um, I can provide it to you. Um, let me open your file to see what plans you have. Who do you work with?

Speaker speaker_1: So, I haven't, I haven't enrolled yet.

Speaker speaker_0: Oh, okay. So, I can actually provide it to you, and then you're welcome to call and ask.

Speaker speaker_1: Okay.

Speaker speaker_0: So, that's 800-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... 457-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 1403. And, um, what plan were you looking into enrolling into?

Speaker speaker_1: Um, see, that's just it. I don't even understand any of this. So, I work for the HSS company.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And, um, I don't really understand the what options I have. I need health insurance, that's for sure.

Speaker speaker_0: Okay. So, if you want, I can go over the plans with you, and then from there, um, 'cause some of the plans do require you to stay within the network, but some of them don't.

Speaker speaker_1: Okay.

Speaker speaker_0: So, if you want, I can go over the plans with you. You said you work with HS&S;?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay.