

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist thee? Yes. Uh, my name is Cynthia Self. I'm calling because my husband found a c- a MultiPlan card in his wallet and he don't know what it's for. Okay. So the MultiPlan is a network that helps you find preferred... a list of preferred providers if you have healthcare insurance. So that's the number that you would call to contact, um, the offices that take that healthcare insurance. Okay. So how will I know if the card is valid? So I would have to get in his file, but I do need verbal permission from your husband since the call's being recorded. Right. Okay. Yeah. He, he be in transit all the time. He can't never call. So if I go on the website, will it give me information? Or you don't know? Uh, I don't... Um, I'm not 100% sure, but you could try. Uh, what staffing agency does he work for? He works for the, uh, Kentucky Transportation Department. Oh, okay. So I would need the name of the staffing agency because we do administer different agencies around the nation. Oh. It was Crown, Crown Services. Okay. Give me one second. So, uh, I'm not 100% sure if it's gonna give him information, but you could try 'cause there's a possibility that it will. Um, let me know when you're ready for that at, e- um, for that, um, URL for the website. Is it multiplan.com? Um, to find out if his coverage is active, he's gonna have to log into his portal. Oh, yeah. He probably gonna have to find out the paperwork on all that 'cause I don't have it right here. I just got the card he was wondering about. Well, he can always call us also. We're open from 8:00 AM up until 8:00 PM Eastern Time and we just ask him personal information, um, to verify i- like, that it's him calling and then- Right. ... we'll let him know if he's active or not. It shouldn't take that long either. It only takes like, probably like four minutes for us to let him know. Right. Okay. Well, hopefully I can get him woke enough in the evening when he get off before y'all close. Are y'all on Eastern Time or Central? Eastern. We're open from 8:00 AM up until 8:00 PM Eastern Time. Okay. Y'all are an hour ahead of us. Okay. Well, thank you for your time, ma'am. You're welcome. Have a nice day. Thank you. You too. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Good morning. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist thee?

Speaker speaker_2: Yes. Uh, my name is Cynthia Self. I'm calling because my husband found a c- a MultiPlan card in his wallet and he don't know what it's for.

Speaker speaker_1: Okay. So the MultiPlan is a network that helps you find preferred... a list of preferred providers if you have healthcare insurance. So that's the number that you would call to contact, um, the offices that take that healthcare insurance.

Speaker speaker_2: Okay. So how will I know if the card is valid?

Speaker speaker_1: So I would have to get in his file, but I do need verbal permission from your husband since the call's being recorded.

Speaker speaker_2: Right. Okay. Yeah. He, he be in transit all the time. He can't never call. So if I go on the website, will it give me information? Or you don't know?

Speaker speaker_1: Uh, I don't... Um, I'm not 100% sure, but you could try. Uh, what staffing agency does he work for?

Speaker speaker_2: He works for the, uh, Kentucky Transportation Department.

Speaker speaker_1: Oh, okay. So I would need the name of the staffing agency because we do administer different agencies around the nation.

Speaker speaker_2: Oh. It was Crown, Crown Services.

Speaker speaker_1: Okay. Give me one second. So, uh, I'm not 100% sure if it's gonna give him information, but you could try 'cause there's a possibility that it will. Um, let me know when you're ready for that at, e- um, for that, um, URL for the website.

Speaker speaker_2: Is it multiplan.com?

Speaker speaker_1: Um, to find out if his coverage is active, he's gonna have to log into his portal.

Speaker speaker_2: Oh, yeah. He probably gonna have to find out the paperwork on all that 'cause I don't have it right here. I just got the card he was wondering about.

Speaker speaker_1: Well, he can always call us also. We're open from 8:00 AM up until 8:00 PM Eastern Time and we just ask him personal information, um, to verify i- like, that it's him calling and then-

Speaker speaker_2: Right.

Speaker speaker_1: ... we'll let him know if he's active or not. It shouldn't take that long either. It only takes like, probably like four minutes for us to let him know.

Speaker speaker_2: Right. Okay. Well, hopefully I can get him woke enough in the evening when he get off before y'all close. Are y'all on Eastern Time or Central?

Speaker speaker_1: Eastern. We're open from 8:00 AM up until 8:00 PM Eastern Time.

Speaker speaker_2: Okay. Y'all are an hour ahead of us. Okay. Well, thank you for your time, ma'am.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_2: Thank you. You too. Bye-bye.

Speaker speaker_1: Bye.