

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hey, my name is Morgan. I am calling from the provider's office. Um, I'm unfamiliar with this insurance, so I was just seeing if we were in network with it and, if we are, the benefits. Okay. Um, so who you would actually have to call is MultiPlan. Um, who is the policy holder? His name is Joseph Nagy, N-A-G-Y. Give me one second. N, A, G, G... You said I-E? No, it's just... No, it's N-A-G-Y. Okay, thank you. First name Joseph? Yes. Okay. And then what was the date of birth of Joseph? It is May 19th, 1978. Okay. Are you guys in Tennessee? Yes. Okay. And then what was the visit for? It's for behavioral or mental health in the office. Oh, okay. Gotcha. Give me one second. Okay. Thank you for your-Hello? Hey, thank you for your hold. Okay, you said the visit for behavioral health, correct? Yeah, it's just outpatient in the office. Okay. Because the plan that they have, you have behavioral health. However, the plan that they have is for virtual behavioral health counseling. So it's only virtual. Oh. Yes, ma'am. Um, it's not like face-to-face. So, "Virtual b- behavioral health counseling, counseling services 24/7, access-level counseling, no co-pays, seasonal available via telephone or video." Um, so it's only like, via like, a ph- a video call or, um, a phone call. So it's only virtual. Okay. Okay. I just, I just wanted to make sure. I just wanted to make sure. I'll ask my provider. But I was, I was looking at the information, and yeah, it's only for, um, benefits provided by benefits center cards, virtual behavioral health counseling. Okay. I will ask my provider. We do ver- do virtual, but I'll have to ask her if she's okay with that. Um, but you said it was no co-pay. Is there no deductible or anything? Um, so I actually have a ph- give me one sec. Let me see if I have the phone number. I have a phone number that they can call, actually, for counseling, for counseling support services. Um, and I ha- and it provides me that number. So they could get a little bit more information from them, 'cause I... There's only so much that I can see from the guide. Oh, okay. Okay. Um, but if you want, I can go ahead and provide that phone number. Sure. So it's gonna be 888- I can hear you. Stand down, please. ... 507-0435. What was the last four again? You cut out, I'm sorry. Just the last four. 0435. Okay. All right. Yeah, I would- I appreciate your time. Thank you so much. You're welcome. So yeah, I would call that number because I don't have that information that you just asked about. Um, but I know it is for virtual behavioral health counseling. Okay. All right. I appreciate it. Thank you. You're welcome. Have a nice day. You too. Bye-bye.

Conversation Format

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

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

Speaker speaker_2: Hey, my name is Morgan. I am calling from the provider's office. Um, I'm unfamiliar with this insurance, so I was just seeing if we were in network with it and, if we are, the benefits.

Speaker speaker_1: Okay. Um, so who you would actually have to call is MultiPlan. Um, who is the policy holder?

Speaker speaker_2: His name is Joseph Nagy, N-A-G-Y.

Speaker speaker_1: Give me one second. N, A, G, G... You said I-E?

Speaker speaker_2: No, it's just... No, it's N-A-G-Y.

Speaker speaker_1: Okay, thank you. First name Joseph?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then what was the date of birth of Joseph?

Speaker speaker_2: It is May 19th, 1978.

Speaker speaker_1: Okay. Are you guys in Tennessee?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then what was the visit for?

Speaker speaker_2: It's for behavioral or mental health in the office.

Speaker speaker_1: Oh, okay. Gotcha. Give me one second. Okay. Thank you for your-

Speaker speaker_2: Hello?

Speaker speaker_3: Hey, thank you for your hold. Okay, you said the visit for behavioral health, correct?

Speaker speaker_2: Yeah, it's just outpatient in the office.

Speaker speaker_3: Okay. Because the plan that they have, you have behavioral health. However, the plan that they have is for virtual behavioral health counseling. So it's only virtual.

Speaker speaker_2: Oh.

Speaker speaker_3: Yes, ma'am. Um, it's not like face-to-face. So, "Virtual b- behavioral health counseling, counseling services 24/7, access-level counseling, no co-pays, seasonal available via telephone or video." Um, so it's only like, via like, a ph- a video call or, um, a phone call. So it's only virtual.

Speaker speaker_2: Okay. Okay. I just, I just wanted to make sure.

Speaker speaker_3: I just wanted to make sure.

Speaker speaker_2: I'll ask my provider.

Speaker speaker_3: But I was, I was looking at the information, and yeah, it's only for, um, benefits provided by benefits center cards, virtual behavioral health counseling.

Speaker speaker_2: Okay. I will ask my provider. We do ver- do virtual, but I'll have to ask her if she's okay with that. Um, but you said it was no co-pay. Is there no deductible or anything?

Speaker speaker_3: Um, so I actually have a ph- give me one sec. Let me see if I have the phone number. I have a phone number that they can call, actually, for counseling, for counseling support services. Um, and I ha- and it provides me that number. So they could get a little bit more information from them, 'cause I... There's only so much that I can see from the guide.

Speaker speaker_2: Oh, okay. Okay.

Speaker speaker_3: Um, but if you want, I can go ahead and provide that phone number.

Speaker speaker_2: Sure.

Speaker speaker_3: So it's gonna be 888-

Speaker speaker_4: I can hear you. Stand down, please.

Speaker speaker_3: ... 507-0435.

Speaker speaker_2: What was the last four again? You cut out, I'm sorry. Just the last four.

Speaker speaker_3: 0435.

Speaker speaker_2: Okay. All right.

Speaker speaker_3: Yeah, I would-

Speaker speaker_2: I appreciate your time. Thank you so much.

Speaker speaker_3: You're welcome. So yeah, I would call that number because I don't have that information that you just asked about. Um, but I know it is for virtual behavioral health counseling.

Speaker speaker_2: Okay. All right. I appreciate it. Thank you.

Speaker speaker_3: You're welcome. Have a nice day.

Speaker speaker_2: You too. Bye-bye.