

Transcript: Estefania

Acevedo-6119789365084160-6754195385663488

Full Transcript

Thank you for calling Benefit Central card. My name is Becca. How can I assist you? I would like to know, uh, where is, uh, um, the in-network is? I'm sorry? You wanna know for... Um, so I have to see what plans you have 'cause I know for some of them, you're not required to stay within the network as long as they take that insurance. But let me just check to see what plans you have. Uh, what staffing agency are you with? Uh, Search. Okay. And then I just need the last four of your Social. 0757... Okay. And your first and last name, please? Christopher Edwards. You said 0757? 0757. Yes, ma'am. Okay. Okay, thank you. For security purposes, can you be- please verify the address that we have on file as well as the date of birth. 807 Avenue A, Gadsden, Alabama 35901. And then that date of birth, please? 04/22/1972. 256-73-1108 is your phone number? Yes, ma'am. And I have chrisjedwards08@gmail.com. Is that up to date? Yes, ma'am. Okay. Um, and it looks like you have the preventative plan, which is a MEC Tele-RS. With that plan, you are required to stay within the network to receive coverage. Um, who you need to contact is MultiPlan. That's the name of the network which will give you the list of the providers. I can actually provide that number to you and transfer you if you want. Yes, ma'am. That'd be fine. Okay. Let me know when you're ready. I'm ready. It's gonna be 800- Okay. ... 457-1403. Again, 800-457-1403 and then it's called MultiPlan. And then this is the number that you would call to find the providers that take that insurance. Oh, okay. On this card, it's a different number than what you're telling me. Uh, what nu- is it the 800-833-4296? Uh, no, ma'am. It's 800... It look like 884-6993. Uh, 6993. I'm not sure what number that is. Do you want me to send you your card again? Yes, ma'am, 'cause this, this... Yeah, that's what it say. 800-884-6993. That's the number to pay for MultiPlan. Yeah, that's, that's a different number. Um, let me just send you your card 'cause that's weird. Yes, ma'am. I'm gonna send it to your email. Um, can I put you in a brief hold while I do that? Yes, ma'am. Okay. I'll be right back. All right.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Central card. My name is Becca. How can I assist you?

Speaker speaker_1: I would like to know, uh, where is, uh, um, the in-network is?

Speaker speaker_0: I'm sorry? You wanna know for... Um, so I have to see what plans you have 'cause I know for some of them, you're not required to stay within the network as long as they take that insurance. But let me just check to see what plans you have. Uh, what staffing agency are you with?

Speaker speaker_1: Uh, Search.

Speaker speaker_0: Okay. And then I just need the last four of your Social.

Speaker speaker_1: 0757...

Speaker speaker_0: Okay. And your first and last name, please?

Speaker speaker_1: Christopher Edwards.

Speaker speaker_0: You said 0757?

Speaker speaker_1: 0757. Yes, ma'am.

Speaker speaker_0: Okay. Okay, thank you. For security purposes, can you be- please verify the address that we have on file as well as the date of birth.

Speaker speaker_1: 807 Avenue A, Gadsden, Alabama 35901.

Speaker speaker_0: And then that date of birth, please?

Speaker speaker_1: 04/22/1972.

Speaker speaker_0: 256-73-1108 is your phone number?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have chrisjedwards08@gmail.com. Is that up to date?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, and it looks like you have the preventative plan, which is a MEC Tele-RS. With that plan, you are required to stay within the network to receive coverage. Um, who you need to contact is MultiPlan. That's the name of the network which will give you the list of the providers. I can actually provide that number to you and transfer you if you want.

Speaker speaker_1: Yes, ma'am. That'd be fine.

Speaker speaker_0: Okay. Let me know when you're ready.

Speaker speaker_1: I'm ready.

Speaker speaker_0: It's gonna be 800-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 457-1403. Again, 800-457-1403 and then it's called MultiPlan. And then this is the number that you would call to find the providers that take that insurance.

Speaker speaker_1: Oh, okay. On this card, it's a different number than what you're telling me.

Speaker speaker_0: Uh, what nu- is it the 800-833-4296?

Speaker speaker_1: Uh, no, ma'am. It's 800... It look like 884-6993.

Speaker speaker_0: Uh, 6993. I'm not sure what number that is. Do you want me to send you your card again?

Speaker speaker_1: Yes, ma'am, 'cause this, this... Yeah, that's what it say. 800-884-6993. That's the number to pay for MultiPlan.

Speaker speaker_0: Yeah, that's, that's a different number. Um, let me just send you your card 'cause that's weird.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: I'm gonna send it to your email. Um, can I put you in a brief hold while I do that?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. I'll be right back.

Speaker speaker_1: All right.