

## **Transcript: Franchesca**

**Baez-4743081932406784-6640289464238080**

### **Full Transcript**

Thank you for calling Benefits in a Crown, my name is Francesca. How can I assist you today? Yes, I was calling to see... Um, I just left the hosp- not the hospital. I just wanted to know which providers take this insurance in my city. Okay. So I'll have to take a look and see which benefits plan you're currently enrolled in. So, I do have to say if you do not have a network requirement, the only way to find that out will be by calling the providers themselves. What staffing company do you work with? Um... I- I mean I just left the doctor's and they keep sending me all across the place and they said call this number, so I don't know. Okay ma'am, but I need to know the staffing company that you're with, otherwise I cannot locate your account. Sir- What are the last four of your Social? Sir- What are the last four of your Social? 6486. And the last name? Ramsey. Please verify your mailing address and date of birth. 85 Ridge Street, West Point, Mississippi, January 25th, 2002. I have the phone number to reach you, 662-295-6613. Yeah. We have your email, first and last name, one five at gmail.com. Yep. You're currently enrolled into the Medical Preventative Care Plan. You'll have to speak with MultiPlan Networks since it does have a network requirement to know who's within that network. But keep in mind it's not gonna cover any hospital indemnity services, it's only gonna cover your medical preventative services. I just need to know which doctors I can go to. Yes, ma'am. I'll go ahead and get you transferred over to the MultiPlan Network then. One moment please.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Crown, my name is Francesca. How can I assist you today?

Speaker speaker\_1: Yes, I was calling to see... Um, I just left the hosp- not the hospital. I just wanted to know which providers take this insurance in my city.

Speaker speaker\_0: Okay. So I'll have to take a look and see which benefits plan you're currently enrolled in. So, I do have to say if you do not have a network requirement, the only way to find that out will be by calling the providers themselves. What staffing company do you work with?

Speaker speaker\_1: Um... I- I mean I just left the doctor's and they keep sending me all across the place and they said call this number, so I don't know.

Speaker speaker\_0: Okay ma'am, but I need to know the staffing company that you're with, otherwise I cannot locate your account.

Speaker speaker\_1: Sir-

Speaker speaker\_0: What are the last four of your Social?

Speaker speaker\_1: Sir-

Speaker speaker\_0: What are the last four of your Social?

Speaker speaker\_1: 6486.

Speaker speaker\_0: And the last name?

Speaker speaker\_1: Ramsey.

Speaker speaker\_0: Please verify your mailing address and date of birth.

Speaker speaker\_1: 85 Ridge Street, West Point, Mississippi, January 25th, 2002.

Speaker speaker\_0: I have the phone number to reach you, 662-295-6613.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: We have your email, first and last name, one five at gmail.com.

Speaker speaker\_1: Yep.

Speaker speaker\_0: You're currently enrolled into the Medical Preventative Care Plan. You'll have to speak with MultiPlan Networks since it does have a network requirement to know who's within that network. But keep in mind it's not gonna cover any hospital indemnity services, it's only gonna cover your medical preventative services.

Speaker speaker\_1: I just need to know which doctors I can go to.

Speaker speaker\_0: Yes, ma'am. I'll go ahead and get you transferred over to the MultiPlan Network then. One moment please.