

Transcript: Francesca

Baez-4777510338609152-6686293176401920

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Um, yes, I'm calling, uh, because my husband and I, we signed up for it. Uh, we received an email but it appears like it's only for, like, uh, telehealth or something like that. Um, we were informed that the cards would be, you know, later than the email but we're just wondering if we're covered now and if so, how do we, uh, use it? Okay. Who's the owner of the policy? Is it you or your spouse? My spouse. Ricky Wilkerson. Do you know the last four of his social and the staffing company he's with? Yes. 1711 is the last four. Staffing company is MAU. Here we go. Okay. And then as a dependent, can you please verify your first and last name and date of birth? Mine is Tamela Mitchell, 4/14/1973. There we go. Let's see. Okay, so I do see here that you guys became active this Monday. So the benefit cards, your carriers will be sending them out today. The only physical ones that you will be getting is the medical preventative and the dental. Um, however, the hospital indemnity portion which technically is just your hospital services, like your doctor visits, emergency room, et cetera, that benefit card will be sent digitally to your email by end of day. However, if you want me to, I can actually see if they're available digitally on the portal so that I can send them to the email of your spouse as well as yours if you like instead. Um, it... That's fine. My main thing is we're trying to make doctor's appointments. How do we find out- Mm-hmm. ... if that's in the network, or you know, how does all of that work? 'Cause it was kind of... We, I have the thing pulled up that they sent us, you know, like the information. Mm-hmm. But how do we know what doctor's are in, in the network or how does that work? Um, and then before I answer that, that email you're talking about is the one for the telehealth, right? Well, yeah, that's the one I got for the telehealth but I'm saying, like, the benefit enrollment. It's, like, 28 pages, where you choose which one you want. Which plan you want. I have that pulled up and I thought that we had pulled something. So is our coverage just telehealth? No, so you do have in-doctor visits covered, um, hospital in-person services. Uh, the thing is just that your plan specifically comes with an urgent care virtual package attached to it. Oh. That's the reason why you received that email about the telehealth. Okay. As far as it goes, if you try to look up on the MultiPlan Network, that list of providers on your own, you will have to get with them on the phone 'cause they will be the only ones to be able to let you know specifically which network is the one that you're supposed to select for your specific list of providers. I can give you their phone number and transfer you if you like, and I can also still send those benefit cards to you in the event that any of your provider asks for a policy number and such. Okay, yeah. You can do that. Um, but what you're saying is, where you're transferring me to now, if I can find out... Like say we already had doctors, you know, prior to losing our insurance. We're just trying to see if we can make appointments back at those same doctors. Yes, ma'am. So they're specifically the company that has that specific list 'cause you know when your- Oh, okay. ... insurance plan is, like, on

their, um, it has that network requirement, there's a specific list that you... I believe that's what you're trying to get a hold of to see if your doctor's in there. Yes. Yeah. So the MultiPlan Network is the specific company that has that. We, Benefits in a Card, don't have access to the details of the plans themselves. Okay. Uh, we can only provide you, like, information on them, enroll, cancel or provide benefit cards. Yes, ma'am. Okay, I understand now. Yes. And I'll take the number down and you can also transfer me as well. All right. Let me know when you're ready for that phone number. I'm ready. It is going to be 800- Uh-huh. ... 457- Okay. ... 1403. Okay. And this is... They're, this is called Implan Network or MultiPlan Network? Yes, they're called MultiPlan Network. Okay. And, uh, you, you do have the email addresses for us both to send those, or either one of us 'cause I have access to both? Uh, no. I was actually gonna ask you for that 'cause I only have your spouse's, wilkersonricky70@gmail.com. I was gonna ask if you would like to provide yours as well. Yeah. It's, uh, Tamela, T like tango, A-M-E-L-A, and then Mitchell, M-I-T-C-H-E-L-L, @... I'm sorry, after TamelaMitchell is the number 10, and then @gmail.com. All right, so I have that first last name, number 10 at gmail.com? Mm-hmm. All right, perfect. So I'll go ahead and send those both to the same email, yours and then your spouse's as well, both attached. Okay. All right, that sounds great. Thank you so much. Of course. And then do you want me to go ahead and make that transfer to MultiPlan for you now? Yes. All right. I do hope you have a wonderful rest of your day. If you run into any other issues or questions, feel free to give us a call back. We'll be here till 8:00 PM today. Okay, thanks.

Conversation Format

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

Speaker speaker_1: Um, yes, I'm calling, uh, because my husband and I, we signed up for it. Uh, we received an email but it appears like it's only for, like, uh, telehealth or something like that. Um, we were informed that the cards would be, you know, later than the email but we're just wondering if we're covered now and if so, how do we, uh, use it?

Speaker speaker_0: Okay. Who's the owner of the policy? Is it you or your spouse?

Speaker speaker_1: My spouse. Ricky Wilkerson.

Speaker speaker_0: Do you know the last four of his social and the staffing company he's with?

Speaker speaker_1: Yes. 1711 is the last four. Staffing company is MAU.

Speaker speaker_0: Here we go. Okay. And then as a dependent, can you please verify your first and last name and date of birth?

Speaker speaker_1: Mine is Tamela Mitchell, 4/14/1973.

Speaker speaker_0: There we go. Let's see. Okay, so I do see here that you guys became active this Monday. So the benefit cards, your carriers will be sending them out today. The

only physical ones that you will be getting is the medical preventative and the dental. Um, however, the hospital indemnity portion which technically is just your hospital services, like your doctor visits, emergency room, et cetera, that benefit card will be sent digitally to your email by end of day. However, if you want me to, I can actually see if they're available digitally on the portal so that I can send them to the email of your spouse as well as yours if you like instead.

Speaker speaker_1: Um, it... That's fine. My main thing is we're trying to make doctor's appointments. How do we find out-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... if that's in the network, or you know, how does all of that work? 'Cause it was kind of... We, I have the thing pulled up that they sent us, you know, like the information.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: But how do we know what doctor's are in, in the network or how does that work?

Speaker speaker_0: Um, and then before I answer that, that email you're talking about is the one for the telehealth, right?

Speaker speaker_1: Well, yeah, that's the one I got for the telehealth but I'm saying, like, the benefit enrollment. It's, like, 28 pages, where you choose which one you want. Which plan you want. I have that pulled up and I thought that we had pulled something. So is our coverage just telehealth?

Speaker speaker_0: No, so you do have in-doctor visits covered, um, hospital in-person services. Uh, the thing is just that your plan specifically comes with an urgent care virtual package attached to it.

Speaker speaker_1: Oh.

Speaker speaker_0: That's the reason why you received that email about the telehealth.

Speaker speaker_1: Okay.

Speaker speaker_0: As far as it goes, if you try to look up on the MultiPlan Network, that list of providers on your own, you will have to get with them on the phone 'cause they will be the only ones to be able to let you know specifically which network is the one that you're supposed to select for your specific list of providers. I can give you their phone number and transfer you if you like, and I can also still send those benefit cards to you in the event that any of your provider asks for a policy number and such.

Speaker speaker_1: Okay, yeah. You can do that. Um, but what you're saying is, where you're transferring me to now, if I can find out... Like say we already had doctors, you know, prior to losing our insurance. We're just trying to see if we can make appointments back at those same doctors.

Speaker speaker_0: Yes, ma'am. So they're specifically the company that has that specific list 'cause you know when your-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... insurance plan is, like, on their, um, it has that network requirement, there's a specific list that you... I believe that's what you're trying to get a hold of to see if your doctor's in there.

Speaker speaker_1: Yes. Yeah.

Speaker speaker_0: So the MultiPlan Network is the specific company that has that. We, Benefits in a Card, don't have access to the details of the plans themselves.

Speaker speaker_1: Okay.

Speaker speaker_0: Uh, we can only provide you, like, information on them, enroll, cancel or provide benefit cards.

Speaker speaker_1: Yes, ma'am. Okay, I understand now. Yes. And I'll take the number down and you can also transfer me as well.

Speaker speaker_0: All right. Let me know when you're ready for that phone number.

Speaker speaker_1: I'm ready.

Speaker speaker_0: It is going to be 800-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... 457-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 1403.

Speaker speaker_1: Okay. And this is... They're, this is called Implan Network or MultiPlan Network?

Speaker speaker_0: Yes, they're called MultiPlan Network.

Speaker speaker_1: Okay. And, uh, you, you do have the email addresses for us both to send those, or either one of us 'cause I have access to both?

Speaker speaker_0: Uh, no. I was actually gonna ask you for that 'cause I only have your spouse's, wilkersonricky70@gmail.com. I was gonna ask if you would like to provide yours as well.

Speaker speaker_1: Yeah. It's, uh, Tamela, T like tango, A-M-E-L-A, and then Mitchell, M-I-T-C-H-E-L-L, @... I'm sorry, after TamelaMitchell is the number 10, and then @gmail.com.

Speaker speaker_0: All right, so I have that first last name, number 10 at gmail.com?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right, perfect. So I'll go ahead and send those both to the same email, yours and then your spouse's as well, both attached.

Speaker speaker_1: Okay. All right, that sounds great. Thank you so much.

Speaker speaker_0: Of course. And then do you want me to go ahead and make that transfer to MultiPlan for you now?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. I do hope you have a wonderful rest of your day. If you run into any other issues or questions, feel free to give us a call back. We'll be here till 8:00 PM today.

Speaker speaker_1: Okay, thanks.