Transcript: Franchesca Baez-4963287260643328-4668096356204544

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yes. How are you doing? My name's Archie Reid, and I was just, um, finding out... I'm trying to find out, um, do this card cover when I go to the doctor and stuff like that? Let me take a look and see which plan you're specifically on. Which staffing company do you work with? MAU. What are the last four of the social? 6039. Can you please verify your mailing address and date of birth for me please? 1008 White Horse Road, Apartment R8, Greenville, South Carolina 29605. And my name's Archie Reid. Date of birth, 11-15-1963. I have best contact 864-336-2153. Yes. That's my number. And I have your email down as your first and last name 63@gmail.com. Yes. Okay. Yes, sir. So your specific medical plan will cover your primary care visits with a $10 copay for visits per year, your specialist care visits, a $50 copay for visits per year, and your urgent care visits with a $60 copay for visits per year. Only thing, Mr. Reid, is you do have a network requirement. What is that? So that means that there's a specific list of doctors and clinics and hospitals that you need to go to in order for your insurance to cover the services. If you would like me to, I can send you the information on the company that has that specific list for you. Okay. Like now I go to, um, a kidney doctor in Greenville, um, like twice a year. Um, so how would I go about her doing that if they're not on the list? So you call- 'Cause I got a primary doctor. I got a primary doctor that I go to. Okay. So what you'll need to do sir, is you'll need to call the MultiPlan Network. I can either transfer you to them if you like 'cause I'm already sending you their information, and then- Okay. ... with the network provider, the MultiPlan, you'll let them know either the name of your specific doctor or the name of his office and they'll be able to let you know whether or not they are with the network. Okay. All right. All right. So I emailed you that information already. Do you have any other questions for me before I get you transferred over to them? No. You've been very helpful. Thank you. Of course. Bear with me one moment. I'll get you transferred over to MultiPlan. I do have to say, in the event that you're not able to speak with the automated system, just repeat the word representative and it'll get you to an actual live person and hit number zero, I believe it is, to have that option. Okay. Okay. All right. One second.

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: Yes. How are you doing? My name's Archie Reid, and I was just, um, finding out... I'm trying to find out, um, do this card cover when I go to the doctor and stuff like

that?

Speaker speaker_0: Let me take a look and see which plan you're specifically on. Which staffing company do you work with?

Speaker speaker_1: MAU.

Speaker speaker_0: What are the last four of the social?

Speaker speaker_1: 6039.

Speaker speaker_0: Can you please verify your mailing address and date of birth for me please?

Speaker speaker_1: 1008 White Horse Road, Apartment R8, Greenville, South Carolina 29605. And my name's Archie Reid. Date of birth, 11-15-1963.

Speaker speaker_0: I have best contact 864-336-2153.

Speaker speaker_1: Yes. That's my number.

Speaker speaker_0: And I have your email down as your first and last name 63@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Yes, sir. So your specific medical plan will cover your primary care visits with a $10 copay for visits per year, your specialist care visits, a $50 copay for visits per year, and your urgent care visits with a $60 copay for visits per year. Only thing, Mr. Reid, is you do have a network requirement.

Speaker speaker_1: What is that?

Speaker speaker_0: So that means that there's a specific list of doctors and clinics and hospitals that you need to go to in order for your insurance to cover the services. If you would like me to, I can send you the information on the company that has that specific list for you.

Speaker speaker_1: Okay. Like now I go to, um, a kidney doctor in Greenville, um, like twice a year. Um, so how would I go about her doing that if they're not on the list?

Speaker speaker_0: So you call-

Speaker speaker_1: 'Cause I got a primary doctor. I got a primary doctor that I go to.

Speaker speaker_0: Okay. So what you'll need to do sir, is you'll need to call the MultiPlan Network. I can either transfer you to them if you like 'cause I'm already sending you their information, and then-

Speaker speaker_1: Okay.

Speaker speaker_0: ... with the network provider, the MultiPlan, you'll let them know either the name of your specific doctor or the name of his office and they'll be able to let you know whether or not they are with the network.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: All right. So I emailed you that information already. Do you have any other questions for me before I get you transferred over to them?

Speaker speaker_1: No. You've been very helpful. Thank you.

Speaker speaker_0: Of course. Bear with me one moment. I'll get you transferred over to MultiPlan. I do have to say, in the event that you're not able to speak with the automated system, just repeat the word representative and it'll get you to an actual live person and hit number zero, I believe it is, to have that option.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: All right. One second.