

## Transcript: Franchesca

**Baez-5183625966436352-6504276220231680**

### Full Transcript

The call may be monitored or recorded for quality assurance purposes. Hi. Hi, indeed. This is the office where she is trying to reach. Before I try to connect you, can I ask what you're calling about? Speak with Mr. McMahon. Before I try to connect you, could you please give me a quick description of why you're calling? I'm calling on behalf of Tara Staffing Services. Okay. One last thing before I transfer you. Can I ask who I'm speaking to? My name is Francesco. Okay. Let me try to get the person you're trying to reach on the line. Thank you. This is Kevin. Yes. Hello. Good afternoon, Mr. Kevin. My name is Francesco, a benefit dental card calling on behalf of Tara Staffing Services. Yes. Hi. I'm calling in regards to the text message you sent on Monday asking how you find out what benefit you have currently enrolled into. Yeah. Uh, so I tried logging in to your guys' website but it, uh, it wouldn't let me go through. I'm not sure if it's 'cause I'm a new, uh, customer or if, uh, I need to set up a new password. I'm not really sure. But, um, I basically... I have to go to physical therapy once a month, so I was wondering how I do that and I need a new primary care doctor. Okay. Uh, so how do I find one of those? What website were you going into? Not sure. I got a text message for, uh, like for benefits, uh- Okay. Okay. So I believe you were going in to the website where you would enroll into benefits. Mm-hmm. Um, that's one way you'll be able to locate providers in your area. You'll need to speak with MultiPlan. Your plan doesn't have any network requirements, but they can advise you whether a certain insurance near your area. I'll send you an email with those providers' information. Okay. And then, if you would like, I can request for the office to send you a letter of coverage, which will show what you're currently enrolled into. Okay. What, what, uh, will it show me, uh, like... So right now, I currently have state insurance, so I go to SeaMar. Um, what, what, uh, like, what insuran- I'm, I'm not really sure on, uh, what's the word I'm trying to think of? Uh, so, like, the provider for my... if I was gonna go to, uh, let's get a primary care doctor, like, where can I go? Can I just go anywhere? Do you guys... Do they take all insurances? Uh, I mean, uh, what kind of insurance does my card, I guess... Okay. So these coverage are not with the state. These are with your staffing company, the one that I'm calling in regards to. Uh-huh. Tara Staffing. Um, but these are just PPO limited plans. They don't have any network requirement as long as the provider has a doctor office that you're going to, takes your carrier, you're good to go. That information that I'm gonna send you from the network providers could assist you in locating providers in your area that can help you- Uh-huh. ... actually are the ones that have that list that you're looking for, for the doctors. Uh-huh. Okay. And then they're also gonna provide you your benefit cards. I know the medical one would have been sent to your email. I'm gonna go ahead and do it on email. I'll also attach your benefit cards, a digital copy, I'll mail three of them- Okay. ... for you 'cause on- Uh-huh. ... those benefit cards, they'll have the website for the carriers where you're able to make a login for your specific services. Let's say, for example, your

dental plan. Mm-hmm. You'll be able to track all of your dental appointments and switch through that fi- through that website and it might assist you in locating that information you're looking for. Okay. And then for my physical therapist, I gave them the card to see if they, uh, could look it up, but, uh, does it say how many appointments I can go to with, uh, what I have now? I guess I would just send that to PPO, right? Yes, sir. Um, actually, you're currently on the BIP Standard Bundle. It says that it will cover physical therapy whether it's physical, speech or occupational, \$30 per visit for four weeks, I mean, for four visits. So it's gonna cover for- \$30 out of your bill itself. Let's say it's \$100. Mm-hmm. That'll cover 30 and then you're responsible for the rest. And that will- So it's four- ... cover four visits. Mm-hmm. Okay. All righty then. Okay. I'll wait for that email then and I'll check it out after work today. Understood. And then our information will be in there. If you have any issues or more questions about your plan, feel free to give us a call back. Awesome. Thank you so much. Thank you. Have a wonderful rest of your day. All right. Bye-bye. Bye.

## Conversation Format

Speaker speaker\_0: The call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi. Hi, indeed. This is the office where she is trying to reach. Before I try to connect you, can I ask what you're calling about?

Speaker speaker\_0: Speak with Mr. McMahon.

Speaker speaker\_1: Before I try to connect you, could you please give me a quick description of why you're calling?

Speaker speaker\_0: I'm calling on behalf of Tara Staffing Services.

Speaker speaker\_1: Okay. One last thing before I transfer you. Can I ask who I'm speaking to?

Speaker speaker\_0: My name is Francesco.

Speaker speaker\_1: Okay. Let me try to get the person you're trying to reach on the line.

Speaker speaker\_0: Thank you.

Speaker speaker\_2: This is Kevin.

Speaker speaker\_0: Yes. Hello. Good afternoon, Mr. Kevin. My name is Francesco, a benefit dental card calling on behalf of Tara Staffing Services.

Speaker speaker\_2: Yes. Hi.

Speaker speaker\_0: I'm calling in regards to the text message you sent on Monday asking how you find out what benefit you have currently enrolled into.

Speaker speaker\_2: Yeah. Uh, so I tried logging in to your guys' website but it, uh, it wouldn't let me go through. I'm not sure if it's 'cause I'm a new, uh, customer or if, uh, I need to set up a

new password. I'm not really sure. But, um, I basically... I have to go to physical therapy once a month, so I was wondering how I do that and I need a new primary care doctor.

Speaker speaker\_0: Okay.

Speaker speaker\_2: Uh, so how do I find one of those?

Speaker speaker\_0: What website were you going into?

Speaker speaker\_2: Not sure. I got a text message for, uh, like for benefits, uh-

Speaker speaker\_0: Okay. Okay. So I believe you were going in to the website where you would enroll into benefits.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: Um, that's one way you'll be able to locate providers in your area. You'll need to speak with MultiPlan. Your plan doesn't have any network requirements, but they can advise you whether a certain insurance near your area. I'll send you an email with those providers' information.

Speaker speaker\_2: Okay.

Speaker speaker\_0: And then, if you would like, I can request for the office to send you a letter of coverage, which will show what you're currently enrolled into.

Speaker speaker\_2: Okay. What, what, uh, will it show me, uh, like... So right now, I currently have state insurance, so I go to SeaMar. Um, what, what, uh, like, what insuran- I'm, I'm not really sure on, uh, what's the word I'm trying to think of? Uh, so, like, the provider for my... if I was gonna go to, uh, let's get a primary care doctor, like, where can I go? Can I just go anywhere? Do you guys... Do they take all insurances? Uh, I mean, uh, what kind of insurance does my card, I guess...

Speaker speaker\_0: Okay. So these coverage are not with the state. These are with your staffing company, the one that I'm calling in regards to.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_0: Tara Staffing. Um, but these are just PPO limited plans. They don't have any network requirement as long as the provider has a doctor office that you're going to, takes your carrier, you're good to go. That information that I'm gonna send you from the network providers could assist you in locating providers in your area that can help you-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_0: ... actually are the ones that have that list that you're looking for, for the doctors.

Speaker speaker\_2: Uh-huh. Okay.

Speaker speaker\_0: And then they're also gonna provide you your benefit cards. I know the medical one would have been sent to your email. I'm gonna go ahead and do it on email. I'll

also attach your benefit cards, a digital copy, I'll mail three of them-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... for you 'cause on-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_0: ... those benefit cards, they'll have the website for the carriers where you're able to make a login for your specific services. Let's say, for example, your dental plan.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: You'll be able to track all of your dental appointments and switch through that fi- through that website and it might assist you in locating that information you're looking for.

Speaker speaker\_2: Okay. And then for my physical therapist, I gave them the card to see if they, uh, could look it up, but, uh, does it say how many appointments I can go to with, uh, what I have now? I guess I would just send that to PPO, right?

Speaker speaker\_0: Yes, sir. Um, actually, you're currently on the BIP Standard Bundle. It says that it will cover physical therapy whether it's physical, speech or occupational, \$30 per visit for four weeks, I mean, for four visits. So it's gonna cover for- \$30 out of your bill itself. Let's say it's \$100.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: That'll cover 30 and then you're responsible for the rest. And that will-

Speaker speaker\_2: So it's four-

Speaker speaker\_0: ... cover four visits. Mm-hmm.

Speaker speaker\_2: Okay. All righty then. Okay. I'll wait for that email then and I'll check it out after work today.

Speaker speaker\_0: Understood. And then our information will be in there. If you have any issues or more questions about your plan, feel free to give us a call back.

Speaker speaker\_2: Awesome. Thank you so much.

Speaker speaker\_0: Thank you. Have a wonderful rest of your day.

Speaker speaker\_2: All right. Bye-bye.

Speaker speaker\_0: Bye.