

Transcript: Francesca

Baez-5562627929456640-6434484748599296

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 100 card. My name is Francesca. How can I assist you? Yes, my name's Lynette. I am with a law firm here in Greenville, South Carolina. I am... We have a client who had benefits and a card back when he had an automobile accident. And y... This card may have paid for some treatment that he had. Where do I need to send like a letter requesting like an itemized statement of anything that was paid? You will have to speak with the carrier he had at that moment or maybe account administrators. Okay. Well, on the card it says MultiPlan. Is that who I would need to contact? No, Have you been with a network provider? Is there American Public Life or 90 Degree anywhere on that benefit card? Uh, there is a 90 Degree, uh, benefits- Yeah. ... on there. And there's a Workforce Solutions, um, all through BMW, I believe. Do, do you have his first and last name? Yes. It's Bradley Cole, C-O-L-E. And I have a employee ID number. Two Es at the end, right? Um, it's, uh, it's C-O-L-E. And what is the spelling of the first name? B-R-A-D-L-E-Y. Let's see. And this probably would have been back at t... in year 2020. And I also have his date of birth, if you need that. Do you know if he has any other last name or if he was a dependent on the policy? Is it his name specifically that shows up on that benefit card? Yeah, it's his name specifically. It has a electronic payer number, an employee ID number. So I'm not sure whether or not that would even be covered. I can't verify anything. You'll have to speak with the carrier 'cause I can't even find his information in our system. The only way our system can locate- Okay. ... an employee since we work with more than one staffing company is by either doing first and last names or their social under staffing company. Okay. But even without me taking the staffing company out, there is no Bradley Cole in general in our system at all. You have to speak with 90 Degree to see if that will even be covered 'cause usually they're the account administrators for the health insurance that's preventative only. Okay. So I need to call 90 Degree. Do you happen to have a number for them? Um, yes, ma'am. Quick question. What was the date of birth for him? ... get that. It was January the 11th, 1985. And I have a Social as well. And the last one, 9253? 9253, yeah. Now the only thing is that does not match the staffing company you have on that benefit card. 'Cause we have him down as an MAU employee. Yeah, I mean, that's on the card as well. Okay. So you- Yeah, MAU Workforce. Yeah. It has employees or spouse somewhere in here, correct? Um, I think the spouse is Randy. Okay. So this is definitely his account. When did you say that, um, car accident happened? Which year? It happened on March... Yeah, March 2nd. I'm sorry, March 4th, 2022. I'm sorry, 2020. I'm looking at something else. Sorry. So March 4th- Okay. ... 2020. Okay. So you'll actually have to speak with both of the staff, I mean, of the carriers that I had mentioned. The plan that he had had split coverage between both carriers. Um, so you'll have to speak with- Okay. ... American Public Life and 90 Degree to get those medical records you're looking for. Let me know when

you're ready for those phone numbers. Okay. So this is through the American Public Life? And 90 Degree. It's both of them. And 90 Degree. Okay. I'm ready. For the 90 Degree, it will be 800- Okay. ... 833- Okay. ... 4296. Okay. And then for American Public Life, or also for 90 Degree you're gonna choose option one, and then from there you go to whichever prompt best fits what you're calling in regards to. Okay. All right. And then American Public Life will be 800- Okay. ... 256- Okay. ... 8606. 8606. Okay. All right. Well, that's that. I might... Well, I will, uh... I'm sorry. Go ahead. No, no. Don't apologize. I was just gonna clarify, um, I wanted to find his account so I can make sure which was the carrier you needed to speak with. And then I was gonna ask if I could have your law firm name so I can put it in the notes in the account. Uh, my name? The law firm you're with, the name of the business. Um, it's... The firm is Patrick Lewis, L-E-W-I-S, & Watts, W-A-T-T-S, P.A. Thank you very much. And did you need me to transfer you to either of those carriers? Um, if you can, to the, uh, 90 Degree, that'd be great. All right. Bear with me one moment. Sure.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits 100 card. My name is Francesca. How can I assist you?

Speaker speaker_2: Yes, my name's Lynette. I am with a law firm here in Greenville, South Carolina. I am... We have a client who had benefits and a card back when he had an automobile accident. And y-... This card may have paid for some treatment that he had. Where do I need to send like a letter requesting like an itemized statement of anything that was paid?

Speaker speaker_1: You will have to speak with the carrier he had at that moment or maybe account administrators.

Speaker speaker_2: Okay. Well, on the card it says MultiPlan. Is that who I would need to contact?

Speaker speaker_1: No,

Speaker speaker_3: Have you been with a network provider? Is there American Public Life or 90 Degree anywhere on that benefit card?

Speaker speaker_2: Uh, there is a 90 Degree, uh, benefits-

Speaker speaker_3: Yeah.

Speaker speaker_2: ... on there. And there's a Workforce Solutions, um, all through BMW, I believe.

Speaker speaker_1: Do, do you have his first and last name?

Speaker speaker_2: Yes. It's Bradley Cole, C-O-L-E. And I have a employee ID number.

Speaker speaker_1: Two Es at the end, right?

Speaker speaker_2: Um, it's, uh, it's C-O-L-E.

Speaker speaker_1: And what is the spelling of the first name?

Speaker speaker_2: B-R-A-D-L-E-Y.

Speaker speaker_1: Let's see.

Speaker speaker_2: And this probably would have been back at t... in year 2020. And I also have his date of birth, if you need that.

Speaker speaker_1: Do you know if he has any other last name or if he was a dependent on the policy? Is it his name specifically that shows up on that benefit card?

Speaker speaker_2: Yeah, it's his name specifically. It has a electronic payer number, an employee ID number.

Speaker speaker_1: So I'm not sure whether or not that would even be covered. I can't verify anything. You'll have to speak with the carrier 'cause I can't even find his information in our system. The only way our system can locate-

Speaker speaker_2: Okay.

Speaker speaker_1: ... an employee since we work with more than one staffing company is by either doing first and last names or their social under staffing company.

Speaker speaker_2: Okay.

Speaker speaker_1: But even without me taking the staffing company out, there is no Bradley Cole in general in our system at all. You have to speak with 90 Degree to see if that will even be covered 'cause usually they're the account administrators for the health insurance that's preventative only.

Speaker speaker_2: Okay. So I need to call 90 Degree. Do you happen to have a number for them?

Speaker speaker_1: Um, yes, ma'am. Quick question. What was the date of birth for him? ... get that.

Speaker speaker_2: It was January the 11th, 1985. And I have a Social as well.

Speaker speaker_1: And the last one, 9253?

Speaker speaker_2: 9253, yeah.

Speaker speaker_1: Now the only thing is that does not match the staffing company you have on that benefit card. 'Cause we have him down as an MAU employee.

Speaker speaker_2: Yeah, I mean, that's on the card as well.

Speaker speaker_1: Okay. So you-

Speaker speaker_2: Yeah, MAU Workforce. Yeah.

Speaker speaker_1: It has employees or spouse somewhere in here, correct?

Speaker speaker_2: Um, I think the spouse is Randy.

Speaker speaker_1: Okay. So this is definitely his account. When did you say that, um, car accident happened? Which year?

Speaker speaker_2: It happened on March... Yeah, March 2nd. I'm sorry, March 4th, 2022. I'm sorry, 2020. I'm looking at something else. Sorry. So March 4th-

Speaker speaker_1: Okay.

Speaker speaker_2: ... 2020.

Speaker speaker_1: Okay. So you'll actually have to speak with both of the staff, I mean, of the carriers that I had mentioned. The plan that he had had split coverage between both carriers. Um, so you'll have to speak with-

Speaker speaker_2: Okay.

Speaker speaker_1: ... American Public Life and 90 Degree to get those medical records you're looking for. Let me know when you're ready for those phone numbers.

Speaker speaker_2: Okay. So this is through the American Public Life?

Speaker speaker_1: And 90 Degree. It's both of them.

Speaker speaker_2: And 90 Degree. Okay. I'm ready.

Speaker speaker_1: For the 90 Degree, it will be 800-

Speaker speaker_2: Okay.

Speaker speaker_1: ... 833-

Speaker speaker_2: Okay.

Speaker speaker_1: ... 4296.

Speaker speaker_2: Okay.

Speaker speaker_1: And then for American Public Life, or also for 90 Degree you're gonna choose option one, and then from there you go to whichever prompt best fits what you're calling in regards to.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. And then American Public Life will be 800-

Speaker speaker_2: Okay.

Speaker speaker_1: ... 256-

Speaker speaker_2: Okay.

Speaker speaker_1: ... 8606.

Speaker speaker_2: 8606. Okay.

Speaker speaker_1: All right. Well, that's that.

Speaker speaker_2: I might... Well, I will, uh... I'm sorry. Go ahead.

Speaker speaker_1: No, no. Don't apologize. I was just gonna clarify, um, I wanted to find his account so I can make sure which was the carrier you needed to speak with. And then I was gonna ask if I could have your law firm name so I can put it in the notes in the account.

Speaker speaker_2: Uh, my name?

Speaker speaker_1: The law firm you're with, the name of the business.

Speaker speaker_2: Um, it's... The firm is Patrick Lewis, L-E-W-I-S, & Watts, W-A-T-T-S, P.A.

Speaker speaker_1: Thank you very much. And did you need me to transfer you to either of those carriers?

Speaker speaker_2: Um, if you can, to the, uh, 90 Degree, that'd be great.

Speaker speaker_1: All right. Bear with me one moment.

Speaker speaker_2: Sure.