

Transcript: Francesca

Baez-6144235350441984-5946155351064576

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... about your privacy choices, please view our privacy policy on our website at www.multiplan.us/enhanced-privacy-policy. Si tiene preguntas sobre sus opciones de privacidad, vea nuestra política de privacidad en nuestro sitio web en www.multiplan.us/enhanced-privacy-policy. Thank you for calling MultiPlan's find a provider service for preventive services members accessing the MultiPlan network. Para español, oprima el cinco en este momento. Remain on the line to locate or confirm status of a network provider. This information is also available using our website, multiplan.com. All other inquiries, press four. By continuing, you agree that the provider information given out is not a guarantee of benefits coverage. It is your responsibility to contact your health benefit plan to confirm benefits coverage. You must also contact the provider to verify... I can help you find a doctor or healthcare facility within your network. To get started, please tell me which of these... We are having difficulty completing your request. Let's try again. Please repeat your information. Let's try again. Tell me which category you are in by saying one of these phrases; plan member, healthcare professional, or plan administrator. Agent. We are having difficulty completing your request. Let's try again. Please repeat your information. Let's try again. Tell me which category you are in by saying one of these phrases; plan member- Agent. ... healthcare... You are a plan member, is that right? Please say yes or no. Agent. Tell me what you'd like to do by saying one of these phrases; find a doctor- Speak to an agent. ... or s-... You'd like to speak with a representative, is that right? Please say- Yes. ... yes or n-... We are having difficulty completing your request. Let's try again. Please repeat your information. Tell me what you'd like to do by saying one of these phrases; find a doctor- Speak to a representative. ... or find a sp-... You'd like to speak with a representative, is that right? Please say yes or no. Yes. We are having difficulty completing your request. Let's try again. Please repeat your information. Tell me what you'd like to do by saying- Representative. You'd like to speak with a representative, is that right? Please say- A rep. ... yes or n-... Sorry, I still didn't understand you. Before we can proceed further, please enter a response. Representative. You'd like to speak with a representative, is that right? Please say yes or no. Please hold on while I transfer you to a representative. Thank you for calling. This is Chris. Yes, hello, Chris. My name is Francesca, with the customer service department of Benefit Tenor Card. I had a member on the line that was having difficulty connecting with you guys in order to have assistance locating a provider in her area. Could I provide you her information to give her a call back by any chance? Um, do you have an email address or anything from her? I have an email address, yes, ma'am. The only thing is the number did stated that she was having difficulties reaching you guys by email, by website, or by phone number. She was looking to speak with a live person if possible today. Uh, sure. Can I put you on a brief hold and transfer

you to someone that can give her a call back, please? Sure. Thank you. Hello. Thank you for calling. My name is Cynthia. How may I assist you today? Yes, hello, Cynthia. My name is Francesca with Benefit Tenor Card's customer service department. I have a customer that was having difficulty reaching you guys via email, telephone, or through the website, and I was wondering if you could give her a, a call. Um, I was trying to transfer her to you guys but the call disconnected while I was on hold. Okay. So we just can't just call people back out like that. Okay. The previous representative- What, what's the issue? ... that you said that you would be the one that makes those calls out. Is there something that's not correct? We will have to schedule a call back. Uh, what was the issue with the, um, member or the person that was trying to reach us? That's okay, Miss Cynthia. I believe the best thing that I could possibly do at this moment is simply call the member back and let them know that they will just have to go through the system repeatedly to be- to a live person. But thank you for your time today. Is, is the member on? She's not on the line? No, love. Like I said, while I was trying to get to a live agent because your automated system- Okay. ... every time you say a representative and then it says, "Is this correct?" and you say, "Yes," it just keeps going... It's glitching. It keeps saying, "Oh, we couldn't understand you. Once again, are you a provider?" And then it takes you all the way from the top of the call. It literally took me almost eight minutes to reach a live person. I'm so sorry. Is there any way that you can call the member back, while I wait on the line? Saliya's sister? I can try to see if she'll pick up. Bear with me one moment. Okay. Hello, Saliya. Ms. Cynthia, thank you so much for holding. You're welcome. I tried giving them a call twice but I just can't seem to connect to them. I'll just leave a note on her account to let the following representative know. Okay. All right. Is there anything else I can assist with? No, that'll be all. Thank you. Have a great day. Thank you, Saliya. You have a great day. Bye-bye. Mm-bye. So there was no response.

Conversation Format

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

Speaker speaker_1: ... about your privacy choices, please view our privacy policy on our website at www.multiplan.us/enhanced-privacy-policy.

Speaker speaker_0: Si tiene preguntas sobre sus opciones de privacidad, vea nuestra política de privacidad en nuestro sitio web en www.multiplan.us/enhanced-privacy-policy.

Speaker speaker_1: Thank you for calling MultiPlan's find a provider service for preventive services members accessing the MultiPlan network.

Speaker speaker_0: Para español, oprima el cinco en este momento.

Speaker speaker_1: Remain on the line to locate or confirm status of a network provider. This information is also available using our website, multiplan.com. All other inquiries, press four. By continuing, you agree that the provider information given out is not a guarantee of benefits coverage. It is your responsibility to contact your health benefit plan to confirm benefits coverage. You must also contact the provider to verify...

Speaker speaker_2: I can help you find a doctor or healthcare facility within your network. To get started, please tell me which of these... We are having difficulty completing your request. Let's try again. Please repeat your information. Let's try again. Tell me which category you are in by saying one of these phrases; plan member, healthcare professional, or plan administrator.

Speaker speaker_3: Agent.

Speaker speaker_2: We are having difficulty completing your request. Let's try again. Please repeat your information. Let's try again. Tell me which category you are in by saying one of these phrases; plan member-

Speaker speaker_3: Agent.

Speaker speaker_2: ... healthcare... You are a plan member, is that right? Please say yes or no.

Speaker speaker_3: Agent.

Speaker speaker_2: Tell me what you'd like to do by saying one of these phrases; find a doctor-

Speaker speaker_3: Speak to an agent.

Speaker speaker_2: ... or s-... You'd like to speak with a representative, is that right? Please say-

Speaker speaker_3: Yes.

Speaker speaker_2: ... yes or n-... We are having difficulty completing your request. Let's try again. Please repeat your information. Tell me what you'd like to do by saying one of these phrases; find a doctor-

Speaker speaker_3: Speak to a representative.

Speaker speaker_2: ... or find a sp-... You'd like to speak with a representative, is that right? Please say yes or no.

Speaker speaker_3: Yes.

Speaker speaker_2: We are having difficulty completing your request. Let's try again. Please repeat your information. Tell me what you'd like to do by saying-

Speaker speaker_3: Representative.

Speaker speaker_2: You'd like to speak with a representative, is that right? Please say-

Speaker speaker_3: A rep.

Speaker speaker_2: ... yes or n-... Sorry, I still didn't understand you. Before we can proceed further, please enter a response.

Speaker speaker_3: Representative.

Speaker speaker_2: You'd like to speak with a representative, is that right? Please say yes or no. Please hold on while I transfer you to a representative.

Speaker speaker_4: Thank you for calling. This is Chris.

Speaker speaker_5: Yes, hello, Chris. My name is Francesca, with the customer service department of Benefit Tenor Card. I had a member on the line that was having difficulty connecting with you guys in order to have assistance locating a provider in her area. Could I provide you her information to give her a call back by any chance?

Speaker speaker_4: Um, do you have an email address or anything from her?

Speaker speaker_5: I have an email address, yes, ma'am. The only thing is the number did stated that she was having difficulties reaching you guys by email, by website, or by phone number. She was looking to speak with a live person if possible today.

Speaker speaker_4: Uh, sure. Can I put you on a brief hold and transfer you to someone that can give her a call back, please?

Speaker speaker_5: Sure.

Speaker speaker_4: Thank you.

Speaker speaker_6: Hello. Thank you for calling. My name is Cynthia. How may I assist you today?

Speaker speaker_5: Yes, hello, Cynthia. My name is Francesca with Benefit Tenor Card's customer service department. I have a customer that was having difficulty reaching you guys via email, telephone, or through the website, and I was wondering if you could give her a, a call. Um, I was trying to transfer her to you guys but the call disconnected while I was on hold.

Speaker speaker_6: Okay. So we just can't just call people back out like that.

Speaker speaker_5: Okay. The previous representative-

Speaker speaker_6: What, what's the issue?

Speaker speaker_5: ...

Speaker speaker_7: that you said that you would be the one that makes those calls out. Is there something that's not correct?

Speaker speaker_6: We will have to schedule a call back. Uh, what was the issue with the, um, member or the person that was trying to reach us?

Speaker speaker_5: That's okay, Miss Cynthia. I believe the best thing that I could possibly do at this moment is simply call the member back and let them know that they will just have to go through the system repeatedly to he- to a live person. But thank you for your time today.

Speaker speaker_6: Is, is the member on? She's not on the line?

Speaker speaker_5: No, love. Like I said, while I was trying to get to a live agent because your automated system-

Speaker speaker_6: Okay.

Speaker speaker_5: ... every time you say a representative and then it says, "Is this correct?" and you say, "Yes," it just keeps going... It's glitching. It keeps saying, "Oh, we couldn't understand you. Once again, are you a provider?" And then it takes you all the way from the top of the call. It literally took me almost eight minutes to reach a live person.

Speaker speaker_6: I'm so sorry. Is there any way that you can call the member back, while I wait on the line? Saliya's sister?

Speaker speaker_5: I can try to see if she'll pick up. Bear with me one moment.

Speaker speaker_6: Okay.

Speaker speaker_8: Hello, Saliya. Ms. Cynthia, thank you so much for holding.

Speaker speaker_9: You're welcome.

Speaker speaker_5: I tried giving them a call twice but I just can't seem to connect to them. I'll just leave a note on her account to let the following representative know.

Speaker speaker_6: Okay. All right. Is there anything else I can assist with?

Speaker speaker_5: No, that'll be all. Thank you. Have a great day.

Speaker speaker_6: Thank you, Saliya. You have a great day. Bye-bye.

Speaker speaker_5: Mm-bye.

Speaker speaker_8: So there was no response.