

Transcript: Francesca

Baez-6443272628649984-5421557085683712

Full Transcript

Good morning. ... in the car. My name is Francesca. How can I assist you today? Hi. Um, can you check my account for me to see if it's displaying active? Sure thing, ma'am. For your medical benefits? Yes. What staffing company do you work with? Noor Staffing, N-O-O-R. You have the last four of the Social? 4277. And the last name? Blair, B-L-A-I-R. Can you provide your mailing address and date of birth to make sure I'm in the right account? 565 Grove Street, C16, Clifton, New Jersey 07013. Birthday, December 6th, '86. We show the best phone number to reach you down as 570-574-5540? Yes. And we have your email down as first and last name, number six, at yahoo.com? Yes. So currently I'm showing we're still waiting for the activation payment to be received before your benefits can be active. Um, okay. So I know that... 'Cause I know, um, we're transitioning from somewhere else. So do you know if, like, a typical... Okay. So I guess the question is, I understand because we're transitioning. So today should be the day that it takes effect. So if I'm being told that it's taken into effect, isn't it supposed to take into effect? Do you know what I mean? I have to go to the doctor today, so I'm just kind of checking to see what info you have. Sure thing, ma'am. I understand. We don't have access to your pay stubs, only your staffing company does. We're still waiting for the payment. I understand that they could give you an effective date when your policy will be active. But however, there are factors that could hinder that timeline that's outside of our capabilities. Okay. Um, understood. Gotcha. Um, can you help me? Is it possible for you to see what plan... I wanna check that my doctor is in network. So either can you do that for me or tell me what plan it is so that I can use the website to figure it out? Uh, sure thing, ma'am. You actually only have a network requirement with your medical preventative plan. So that would be a different company to have that list, it's with the MultiPlan Network. That will be the person you have to speak with in order to find out whether or not your current doctor is with a network. Okay, hold on. Let me understand that. Um, so wait, can you repeat that? Yes, ma'am. You have to speak with a different company for that list, they're called the MultiPlan Network. Only your medical preventative has a network requirement. Okay. But why is it a different company? Because we're just an account administrator. The MultiPlan Network is the one that has the list. MultiPlan. So the, that specific network list, that's something that an account administrator doesn't take effect into. We don't have access to them, we shouldn't have access to it, if that makes sense. It would be how... Um, let's say for example, your cable company, right? Their company is broken down into a couple of different departments, but then there's also another company that assists when there's issues that need to be technically fixed. Like if they have to send out a technician to your home, that, that technician is not from the cable company itself. It's another company of technicians that have an association with that cable company. Does that make sense? Uh, yes. But when I go to their website, it asks me to put what plan I have. Um, how do I know that? There's no... I

don't have any information to... And the information that I have doesn't reflect the options on their list. I understand. So I can tell you the name of your plan- Yeah. ... um, which is StayHealthy MEC Standalone. But to my understanding, even putting that in is gonna then ask you after that what network that plan is in. And only the MultiPlan Network can provide you that information, just based on the feedback that other customers have called in trying to use that website the way that you're doing it today. Okay. So can you give me those names again? Sure thing, ma'am. Your plan is StayHealthy MEC Standalone. Okay. And the provider for the network is MultiPlan Network. Uh, yeah. It's still next to the world, so let me just make sure I have that. M-U-L- Yeah, right. ... T-I-P L-A-N. All right. Um, okay. ... Would you like their phone number? Oh, yeah, sure. 800- Yep. ... 457- Yep. ... 1403. Okay. Um, got it. Okay. That works. Thank you very much. Of course. And then in the event that you wanted to check if your doctor takes your hospital indemnity plan, the carrier is American Public Life. American Public Life. Got it. All right. Thank you. Of course. Was there anything else we can assist you with today? Oh, American Public Life is for MEC as well, or that's for the indemnity for the VIP Classic? That's only for the indemnity of a VIP Classic. Yeah, yeah. Okay. That's fine. I got it. Okay. That's all for me today. Thank you for your help. Of course. I hope you have a wonderful rest of your day, and thank you for your time today. All right, bye-bye.

Conversation Format

Speaker speaker_0: Good morning.

Speaker speaker_1: ... in the car. My name is Francesca. How can I assist you today?

Speaker speaker_0: Hi. Um, can you check my account for me to see if it's displaying active?

Speaker speaker_1: Sure thing, ma'am. For your medical benefits?

Speaker speaker_0: Yes.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_0: Noor Staffing, N-O-O-R.

Speaker speaker_1: You have the last four of the Social?

Speaker speaker_0: 4277.

Speaker speaker_1: And the last name?

Speaker speaker_0: Blair, B-L-A-I-R.

Speaker speaker_1: Can you provide your mailing address and date of birth to make sure I'm in the right account?

Speaker speaker_0: 565 Grove Street, C16, Clifton, New Jersey 07013. Birthday, December 6th, '86.

Speaker speaker_1: We show the best phone number to reach you down as 570-574-5540?

Speaker speaker_0: Yes.

Speaker speaker_1: And we have your email down as first and last name, number six, at yahoo.com?

Speaker speaker_0: Yes.

Speaker speaker_1: So currently I'm showing we're still waiting for the activation payment to be received before your benefits can be active.

Speaker speaker_0: Um, okay. So I know that... 'Cause I know, um, we're transitioning from somewhere else. So do you know if, like, a typical... Okay. So I guess the question is, I understand because we're transitioning. So today should be the day that it takes effect. So if I'm being told that it's taken into effect, isn't it supposed to take into effect? Do you know what I mean? I have to go to the doctor today, so I'm just kind of checking to see what info you have.

Speaker speaker_1: Sure thing, ma'am. I understand. We don't have access to your pay stubs, only your staffing company does. We're still waiting for the payment. I understand that they could give you an effective date when your policy will be active. But however, there are factors that could hinder that timeline that's outside of our capabilities.

Speaker speaker_0: Okay. Um, understood. Gotcha. Um, can you help me? Is it possible for you to see what plan... I wanna check that my doctor is in network. So either can you do that for me or tell me what plan it is so that I can use the website to figure it out?

Speaker speaker_1: Uh, sure thing, ma'am. You actually only have a network requirement with your medical preventative plan. So that would be a different company to have that list, it's with the MultiPlan Network. That will be the person you have to speak with in order to find out whether or not your current doctor is with a network.

Speaker speaker_0: Okay, hold on. Let me understand that. Um, so wait, can you repeat that?

Speaker speaker_1: Yes, ma'am. You have to speak with a different company for that list, they're called the MultiPlan Network. Only your medical preventative has a network requirement.

Speaker speaker_0: Okay. But why is it a different company?

Speaker speaker_1: Because we're just an account administrator. The MultiPlan Network is the one that has the list.

Speaker speaker_0: MultiPlan.

Speaker speaker_1: So the, that specific network list, that's something that an account administrator doesn't take effect into. We don't have access to them, we shouldn't have access to it, if that makes sense. It would be how... Um, let's say for example, your cable company, right? Their company is broken down into a couple of different departments, but then there's also another company that assists when there's issues that need to be technically fixed. Like if they have to send out a technician to your home, that, that technician is not from

the cable company itself. It's another company of technicians that have an association with that cable company. Does that make sense?

Speaker speaker_0: Uh, yes. But when I go to their website, it asks me to put what plan I have. Um, how do I know that? There's no... I don't have any information to... And the information that I have doesn't reflect the options on their list.

Speaker speaker_1: I understand. So I can tell you the name of your plan-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... um, which is StayHealthy MEC Standalone. But to my understanding, even putting that in is gonna then ask you after that what network that plan is in. And only the MultiPlan Network can provide you that information, just based on the feedback that other customers have called in trying to use that website the way that you're doing it today.

Speaker speaker_0: Okay. So can you give me those names again?

Speaker speaker_1: Sure thing, ma'am. Your plan is StayHealthy MEC Standalone.

Speaker speaker_0: Okay.

Speaker speaker_1: And the provider for the network is MultiPlan Network.

Speaker speaker_0: Uh, yeah. It's still next to the world, so let me just make sure I have that.

Speaker speaker_1: M-U-L-

Speaker speaker_0: Yeah, right.

Speaker speaker_1: ... T-I-P L-A-N.

Speaker speaker_0: All right. Um, okay. ...

Speaker speaker_1: Would you like their phone number?

Speaker speaker_0: Oh, yeah, sure.

Speaker speaker_1: 800-

Speaker speaker_0: Yep.

Speaker speaker_1: ... 457-

Speaker speaker_0: Yep.

Speaker speaker_1: ... 1403.

Speaker speaker_0: Okay. Um, got it. Okay. That works. Thank you very much.

Speaker speaker_1: Of course. And then in the event that you wanted to check if your doctor takes your hospital indemnity plan, the carrier is American Public Life.

Speaker speaker_0: American Public Life. Got it. All right. Thank you.

Speaker speaker_1: Of course. Was there anything else we can assist you with today?

Speaker speaker_0: Oh, American Public Life is for MEC as well, or that's for the indemnity for the VIP Classic?

Speaker speaker_1: That's only for the indemnity of a VIP Classic.

Speaker speaker_0: Yeah, yeah. Okay. That's fine. I got it. Okay. That's all for me today. Thank you for your help.

Speaker speaker_1: Of course. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_0: All right, bye-bye.