

Transcript: Franchesca

Baez-6532092267020288-4929542820413440

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 1000. My name is Francesca. How can I assist you today? Hey, Francesca. Um, um, I got this in, um, I believe the MultiPlan through my, um, my job which is MAU Workforce Solutions, and, um, normally with my prescriptions, I believe they, they, um, they help with the, um, my medication and for some reason, it was higher than usual, and I was wondering why is that? Do you know what the name of the current medical plan you have is? It's MultiPlan. I do apologize, sir, to inform you that it's not the name of any of the plans offered. You're confusing it with the network provider. Um- MultiPlan is a company that your carrier has to help you look for doctors in your area. I got the pharmacy E-Lixir. You know what that is? Yes, sir. I do know which plan you have. So that would be the medical preventative care plan. I'll get you transferred over to them. Yeah. Um, 'cause you called the customer service line. We're the account administrator. You will need to speak with- Oh, okay. ... a representative directly to know why it wasn't covered as it usually is. Do you want me to give you their number before- Yeah. ... I make your transfer? All right. What is it? It is 800- All right. ... 771- All right. ... 4648. All righty. Thank you, ma'am. No problem. And then give me one moment. I'll go ahead and get you transferred over now, okay? All righty. Have a good one. You, too. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 1000. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hey, Francesca. Um, um, I got this in, um, I believe the MultiPlan through my, um, my job which is MAU Workforce Solutions, and, um, normally with my prescriptions, I believe they, they, um, they help with the, um, my medication and for some reason, it was higher than usual, and I was wondering why is that?

Speaker speaker_1: Do you know what the name of the current medical plan you have is?

Speaker speaker_2: It's MultiPlan.

Speaker speaker_1: I do apologize, sir, to inform you that it's not the name of any of the plans offered. You're confusing it with the network provider.

Speaker speaker_2: Um-

Speaker speaker_1: MultiPlan is a company that your carrier has to help you look for doctors in your area.

Speaker speaker_2: I got the pharmacy E-Lixir. You know what that is?

Speaker speaker_1: Yes, sir. I do know which plan you have. So that would be the medical preventative care plan. I'll get you transferred over to them.

Speaker speaker_2: Yeah.

Speaker speaker_1: Um, 'cause you called the customer service line. We're the account administrator. You will need to speak with-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... a representative directly to know why it wasn't covered as it usually is. Do you want me to give you their number before-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... I make your transfer?

Speaker speaker_2: All right. What is it?

Speaker speaker_1: It is 800-

Speaker speaker_2: All right.

Speaker speaker_1: ... 771-

Speaker speaker_2: All right.

Speaker speaker_1: ... 4648.

Speaker speaker_2: All righty. Thank you, ma'am.

Speaker speaker_1: No problem. And then give me one moment. I'll go ahead and get you transferred over now, okay?

Speaker speaker_2: All righty.

Speaker speaker_1: Have a good one.

Speaker speaker_2: You, too. Bye.