

## Transcript: Francesca

**Baez-6700178621251584-5024201516171264**

### Full Transcript

Thank you for calling by Benito Car. My name is Francesca. How can I assist you today? Mm-hmm. Yes. I was trying to find out what, um, like, doctor I can go attend. Um, I currently suffer for antibiotic. Okay. Is this for medical, dental or vision? Uh, medical. All right. So for the medical one, I will have to take a look to see which plan you're on, so that we can make sure you- Okay. I have both. ... don't have any... Hey, yes, ma'am. I have to check the specific one. Okay. Please let me finish, due to the fact that depending on the plan, some of them have a network requirement. Which staffing company are you with? WorkSmart. What are the last four of your social and your last name, please? 6761. Last name is Brackens. Please reply your mailing address and your date of birth. 255 Furnace Road, um, Duncan, South Carolina 29334. W- what was the last one, sorry? Your date of birth. 1-8-77. I have best contact same as the one you called on, 864-541-1359, with the email of first and last name 77 at gmail.com? Correct. So for your preventative services you have a network requirement. However, for the hospital indemnity with American Public Life, that specific APO plan does not have a network requirement. So the multi-plan network provider will be the same network provider for both plans. They'll be the ones that have that list that you're requesting. Mm-hmm. Would you like me to give you their phone number and get you transferred over to them? Definitely. One second, let me get my pen. Okay. Yeah, 'cause I don't have even a card or anything. Like, I was going to ??? that. Okay, what's the phone number? It's going to be 800-457- .... I'm sorry, your phone faded out. ... 457- Mm-hmm. ... 1403. 1403? Yes, ma'am. Okay. And what's the name of this... What is the name of this? So your hospital indemnity is American Public Life. American Public Life. And then your preventative is with 90 Degree. Okay. And which one are you... Which w-... And that's the same people? They're two different companies, ma'am. One of them is American Public Life, the other one is 90 Degree. Okay. Which one is for, like, doctor's office? That will be hospital indemnity, which is with American Public Life. Okay. And then what- what would the other one be? What would I be going to that one for? That's for, like, a primary care doctor or something? For your preventative services. Okay. And what's the number for them? It will be that same phone number that I provided to you. Okay. They both go off the same network provider. Okay. And they're the ones who is gonna be able to send me a card to my email address or something? I will be the one sending that benefit card. They will be the ones that have the list that you initially requested on the call- Mm-hmm. ... for which doctor you're able to go in your area. Well, we didn't have a doctor when I initially made the call and got the insurance. I just picked out which one I wanted. Yes, ma'am, but when you... Yes, ma'am, but when you called in today, you stated that you were looking to have the information of which doctor in your area you're able to go for antibiotics. Right. They will be the ones to have that information. So what we are, the phone number that you called today, we're the account administrators. So what we'll be basically is people that

you call for information as to who com-... Who's the company that is the carrier of your plans, whether or not you're currently active, if you want to cancel or if you need benefit cards to be sent to your email. But the owners of- Oh yeah. I see. ... your plan, the carriers, they will be the ones that can inform you in regards to specific information, like if a specific procedure would be covered or would not be covered under your current plans. Okay. Because I will need a benefit card for all, um, all the things that I have for once. Yes, ma'am. I'm downloading them as we speak so that I can send them to your email. Okay, thank you. Of course. And then the information for all of your providers, your dental and vision, is also going to be on this email that I'm sending to you, along with that information that I gave you. So that company for the phone number I provided you that has the list, they're called MultiPlan. Mm-hmm. They do have a website, which is also going to be included for you in the email I'm sending. They have a website for what? For you to locate that list of doctors and offices that you can go to. Okay. All right. And then the last thing, Ms. Brackens, that I would like to let you know is the company that owns your vision plan is called MetLife. They have two separate department offerings. One of them is major medical insurance, being more like the traditional plans that you're used to with deductible percentages and such. And then the other side is PPO Limited. So your vision plan is PPO Limited. There's gonna be a specific phone number your vision provider needs to call to verify your coverage. Mm-hmm. I have put that information in the email for you, as well as the prompt provider number that they are supposed to add to verify your coverage, okay? Okay. All right. And then if you run into any issues with your providers verifying information or your coverage, feel free to give them our phone number and we can help them as well with that. Okay. All right. Do you have any other questions for me to answer today? Um, were you still gonna be transferring me over to this number? Yes, ma'am, to MultiPlan Network. Okay. Yeah, so I can find... So they can, um, inform me as to where to go to now, 'cause I don't really have time to try to look it up, 'cause I'm still trying to go to work and stuff. I understand. If you have any issues with the automated, uh, um, system, say the word representative or hit zero, I believe, and it will send you over to a live agent. Okay. So what you about to transfer it to is the operator? Yes, ma'am. I believe MultiPlan, if I'm not mistaken, 'cause I believe I called two or three weeks ago, their system- Mm-hmm. ... works with an automated system. That's usually who provides you that information, if you call them over. Okay. All right. I'll go ahead and get you transferred over then, Ms. Brackens. Okay. Thank you very much. It was my pleasure. I hope you enjoy the remaining day. Mm-hmm. You too.

## Conversation Format

Speaker speaker\_0: Thank you for calling by Benito Car. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Mm-hmm. Yes. I was trying to find out what, um, like, doctor I can go attend. Um, I currently suffer for antibiotic.

Speaker speaker\_0: Okay. Is this for medical, dental or vision?

Speaker speaker\_1: Uh, medical.

Speaker speaker\_0: All right. So for the medical one, I will have to take a look to see which plan you're on, so that we can make sure you-

Speaker speaker\_1: Okay. I have both.

Speaker speaker\_0: ... don't have any... Hey, yes, ma'am. I have to check the specific one.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Please let me finish, due to the fact that depending on the plan, some of them have a network requirement. Which staffing company are you with?

Speaker speaker\_1: WorkSmart.

Speaker speaker\_0: What are the last four of your social and your last name, please?

Speaker speaker\_1: 6761. Last name is Brackens.

Speaker speaker\_0: Please reply your mailing address and your date of birth.

Speaker speaker\_1: 255 Furnace Road, um, Duncan, South Carolina 29334. W- what was the last one, sorry?

Speaker speaker\_0: Your date of birth.

Speaker speaker\_1: 1-8-77.

Speaker speaker\_0: I have best contact same as the one you called on, 864-541-1359, with the email of first and last name 77 at gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: So for your preventative services you have a network requirement. However, for the hospital indemnity with American Public Life, that specific APO plan does not have a network requirement. So the multi-plan network provider will be the same network provider for both plans. They'll be the ones that have that list that you're requesting.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Would you like me to give you their phone number and get you transferred over to them?

Speaker speaker\_1: Definitely. One second, let me get my pen.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yeah, 'cause I don't have even a card or anything. Like, I was going to ??? that. Okay, what's the phone number?

Speaker speaker\_0: It's going to be 800-457- ....

Speaker speaker\_1: I'm sorry, your phone faded out.

Speaker speaker\_0: ... 457-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 1403.

Speaker speaker\_1: 1403?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay. And what's the name of this... What is the name of this?

Speaker speaker\_0: So your hospital indemnity is American Public Life.

Speaker speaker\_1: American Public Life.

Speaker speaker\_0: And then your preventative is with 90 Degree.

Speaker speaker\_1: Okay. And which one are you... Which w-... And that's the same people?

Speaker speaker\_0: They're two different companies, ma'am. One of them is American Public Life, the other one is 90 Degree.

Speaker speaker\_1: Okay. Which one is for, like, doctor's office?

Speaker speaker\_0: That will be hospital indemnity, which is with American Public Life.

Speaker speaker\_1: Okay. And then what- what would the other one be? What would I be going to that one for? That's for, like, a primary care doctor or something?

Speaker speaker\_0: For your preventative services.

Speaker speaker\_1: Okay. And what's the number for them?

Speaker speaker\_0: It will be that same phone number that I provided to you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: They both go off the same network provider.

Speaker speaker\_1: Okay. And they're the ones who is gonna be able to send me a card to my email address or something?

Speaker speaker\_0: I will be the one sending that benefit card. They will be the ones that have the list that you initially requested on the call-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... for which doctor you're able to go in your area.

Speaker speaker\_1: Well, we didn't have a doctor when I initially made the call and got the insurance. I just picked out which one I wanted.

Speaker speaker\_0: Yes, ma'am, but when you... Yes, ma'am, but when you called in today, you stated that you were looking to have the information of which doctor in your area you're able to go for antibiotics.

Speaker speaker\_1: Right.

Speaker speaker\_0: They will be the ones to have that information. So what we are, the phone number that you called today, we're the account administrators. So what we'll be basically is people that you call for information as to who com-... Who's the company that is the carrier of your plans, whether or not you're currently active, if you want to cancel or if you need benefit cards to be sent to your email. But the owners of-

Speaker speaker\_1: Oh yeah. I see.

Speaker speaker\_0: ... your plan, the carriers, they will be the ones that can inform you in regards to specific information, like if a specific procedure would be covered or would not be covered under your current plans.

Speaker speaker\_1: Okay. Because I will need a benefit card for all, um, all the things that I have for once.

Speaker speaker\_0: Yes, ma'am. I'm downloading them as we speak so that I can send them to your email.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: Of course. And then the information for all of your providers, your dental and vision, is also going to be on this email that I'm sending to you, along with that information that I gave you. So that company for the phone number I provided you that has the list, they're called MultiPlan.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: They do have a website, which is also going to be included for you in the email I'm sending.

Speaker speaker\_1: They have a website for what?

Speaker speaker\_0: For you to locate that list of doctors and offices that you can go to.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. And then the last thing, Ms. Brackens, that I would like to let you know is the company that owns your vision plan is called MetLife. They have two separate department offerings. One of them is major medical insurance, being more like the traditional plans that you're used to with deductible percentages and such. And then the other side is PPO Limited. So your vision plan is PPO Limited. There's gonna be a specific phone number your vision provider needs to call to verify your coverage.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: I have put that information in the email for you, as well as the prompt provider number that they are supposed to add to verify your coverage, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. And then if you run into any issues with your providers verifying information or your coverage, feel free to give them our phone number and we can help them as well with that.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Do you have any other questions for me to answer today?

Speaker speaker\_1: Um, were you still gonna be transferring me over to this number?

Speaker speaker\_0: Yes, ma'am, to MultiPlan Network.

Speaker speaker\_1: Okay. Yeah, so I can find... So they can, um, inform me as to where to go to now, 'cause I don't really have time to try to look it up, 'cause I'm still trying to go to work and stuff.

Speaker speaker\_0: I understand. If you have any issues with the automated, uh, um, system, say the word representative or hit zero, I believe, and it will send you over to a live agent.

Speaker speaker\_1: Okay. So what you about to transfer it to is the operator?

Speaker speaker\_0: Yes, ma'am. I believe MultiPlan, if I'm not mistaken, 'cause I believe I called two or three weeks ago, their system-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... works with an automated system. That's usually who provides you that information, if you call them over.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. I'll go ahead and get you transferred over then, Ms. Brackens.

Speaker speaker\_1: Okay. Thank you very much.

Speaker speaker\_0: It was my pleasure. I hope you enjoy the remaining day.

Speaker speaker\_1: Mm-hmm. You too.