

Transcript: Justin

Mills-4539791661776896-5815447448109056

Full Transcript

Hello. Oh. Thank you for calling Benefits and Accords. This is Justin. How can I help you today? Hi, how are you? Doing well, and yourself? Good. Thank you. Hey, um, I have a question about, uh, my insurance, okay? Okay. Hello? Yeah, um- I'm hearing one thing. ... I have a... Yeah, last time I went to the ER, and they, um, they, um, they referred me to a doctor. So, um, when I called to the doctor office, they told me, like, to call you guys and ask if, um, if they are like a net... They said network or something like that with Dr. Stephen Ashley. Um, yeah, there's a mul- There's the network, yeah, under the MultiPlan network, uh, where you needing to find providers under that network or something? Yeah, they said, like, if that doctor is, um, network. I don't know. They say something about network. So, because, um, they said like, if, if, like, um, you guys cannot cover them, I have to pay when I get there. So I want to know, like... Yeah. Um, so I actually wouldn't have a list on hand. Actually, I have a telephone number to where if you call them and provide them with your zip code, they can give you a list of providers in that location that will accept the insurance. Okay. I just want to know, like, if that doctor... Because I have an appointment today at 9:00, and then it's almost 9:00. And, um, I don't know if you want me, if you want to know the name. It's here in Sidney, Ohio. And the doctor's name- Okay, like I said, I don't... Okay, like I said, I don't have a list on hand. I'll provide you with the telephone number, so you can call them to obtain that list to see if that provider is in network. How about... Okay, just let me know whenever you're ready. All right. Uh-huh. Okay, what is it? So, the company is called MultiPlan, and their telephone number is 800- Uh-huh. ... 457- 800-457- 1403. 1403. That's all? Correct. Okay, thank you. You're welcome. You have a great day, okay? I'm happy. I will. All right, bye.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Oh.

Speaker speaker_2: Thank you for calling Benefits and Accords. This is Justin. How can I help you today?

Speaker speaker_1: Hi, how are you?

Speaker speaker_2: Doing well, and yourself?

Speaker speaker_1: Good. Thank you. Hey, um, I have a question about, uh, my insurance, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Hello? Yeah, um-

Speaker speaker_2: I'm hearing one thing.

Speaker speaker_1: ... I have a... Yeah, last time I went to the ER, and they, um, they, um, they referred me to a doctor. So, um, when I called to the doctor office, they told me, like, to call you guys and ask if, um, if they are like a net... They said network or something like that with Dr. Stephen Ashley.

Speaker speaker_2: Um, yeah, there's a mul- There's the network, yeah, under the MultiPlan network, uh, where you needing to find providers under that network or something?

Speaker speaker_1: Yeah, they said, like, if that doctor is, um, network. I don't know. They say something about network. So, because, um, they said like, if, if, like, um, you guys cannot cover them, I have to pay when I get there. So I want to know, like...

Speaker speaker_2: Yeah. Um, so I actually wouldn't have a list on hand. Actually, I have a telephone number to where if you call them and provide them with your zip code, they can give you a list of providers in that location that will accept the insurance.

Speaker speaker_1: Okay. I just want to know, like, if that doctor... Because I have an appointment today at 9:00, and then it's almost 9:00. And, um, I don't know if you want me, if you want to know the name. It's here in Sidney, Ohio. And the doctor's name-

Speaker speaker_2: Okay, like I said, I don't... Okay, like I said, I don't have a list on hand. I'll provide you with the telephone number, so you can call them to obtain that list to see if that provider is in network.

Speaker speaker_1: How about...

Speaker speaker_2: Okay, just let me know whenever you're ready.

Speaker speaker_1: All right. Uh-huh. Okay, what is it?

Speaker speaker_2: So, the company is called MultiPlan, and their telephone number is 800-

Speaker speaker_1: Uh-huh.

Speaker speaker_2: ... 457-

Speaker speaker_1: 800-457-

Speaker speaker_2: 1403.

Speaker speaker_1: 1403. That's all?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay, thank you.

Speaker speaker_2: You're welcome. You have a great day, okay?

Speaker speaker_1: I'm happy. I will. All right, bye.