

Transcript: Justin

Mills-5757721494634496-6750711088365568

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, Justin. Um, I just need to know, how am I supposed to know... Um, I just recently started a new job. I'm working through Americast after ... agency, and this is the number that they gave me, you know, about for my health insurance. Um, and I just need to know how to find out if my doctor accepts the insurance that I am currently on. Um, let me see. Now, I actually don't have a list on hand. However, let me try pulling your file and see what plans you are currently enrolled into and then distribute a number out from there. Um, what's that staffing agency you work for? Americast. And the last four of your Social? 6171. And for security purposes, could you verify the home address, including city, state and zip code, Latoya? 290 Dalewood Drive, Fairfax, Virginia 24055. And confirm your date of birth? 01/15/87. And a good telephone number I have is 276-806-0210? Yes. And the email I have is lovingmythreeboys276@gmail? Yes. Okay, so let's see here. Um, so I can provide you with Multiplan's telephone number, and if you provide them with your ZIP code, they can give you a list of doctors and providers that are in that specific location that will accept the insurance. So, you could see if your doctor is on- They said something about... They said something about, um, the plan that I'm on is through American Public Life or APL or something like that. I don't... I've never heard of them before. Yeah. So American Public Life is the insurance carrier for your medical plan. However, the number I'm providing you is to find medical providers that will accept the insurance. So you can see if, uh- Okay. ... if your doctor is on that list. Okay. Okay, and just let me know whenever you're ready. I'm ready. Okay, so Multiplan's telephone number is 800- 8- ... 457-1403. ... 457-1403? Correct. Yes, ma'am. Okay, 800-457-1403? Correct. All right. I appreciate that. You're welcome. Is there anything else I can help you out with today? That's it. Awesome. Well, you have a wonderful day, okay, Latoya? You too. Thank you. You're welcome. Bye-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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey, Justin. Um, I just need to know, how am I supposed to know... Um, I just recently started a new job. I'm working through Americast after ... agency, and this is the number that they gave me, you know, about for my health insurance. Um, and I just need to

know how to find out if my doctor accepts the insurance that I am currently on.

Speaker speaker_1: Um, let me see. Now, I actually don't have a list on hand. However, let me try pulling your file and see what plans you are currently enrolled into and then distribute a number out from there. Um, what's that staffing agency you work for?

Speaker speaker_2: Americast.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 6171.

Speaker speaker_1: And for security purposes, could you verify the home address, including city, state and zip code, Latoya?

Speaker speaker_2: 290 Dalewood Drive, Fairfax, Virginia 24055.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 01/15/'87.

Speaker speaker_1: And a good telephone number I have is 276-806-0210?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is lovingmythreeboys276@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so let's see here. Um, so I can provide you with Multiplan's telephone number, and if you provide them with your ZIP code, they can give you a list of doctors and providers that are in that specific location that will accept the insurance. So, you could see if your doctor is on-

Speaker speaker_2: They said something about... They said something about, um, the plan that I'm on is through American Public Life or APL or something like that. I don't... I've never heard of them before.

Speaker speaker_1: Yeah. So American Public Life is the insurance carrier for your medical plan. However, the number I'm providing you is to find medical providers that will accept the insurance. So you can see if, uh-

Speaker speaker_2: Okay.

Speaker speaker_1: ... if your doctor is on that list.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, and just let me know whenever you're ready.

Speaker speaker_2: I'm ready.

Speaker speaker_1: Okay, so Multiplan's telephone number is 800-

Speaker speaker_2: 8-

Speaker speaker_1: ... 457-1403.

Speaker speaker_2: ... 457-1403?

Speaker speaker_1: Correct. Yes, ma'am.

Speaker speaker_2: Okay, 800-457-1403?

Speaker speaker_1: Correct.

Speaker speaker_2: All right. I appreciate that.

Speaker speaker_1: You're welcome. Is there anything else I can help you out with today?

Speaker speaker_2: That's it.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay, Latoya?

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.