

Transcript: Justin

Mills-6634257246371840-5833619407159296

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. Good morning. This is Dr. Calix. I'm here with a member of a plan, and we're trying to figure out if, uh, what the benefits are and if he can see me for, for his needs. Okay. What's the patient's first and last name? First name is Mathias, M-A-T-H-I-A-S. Last name, Nelson, N-E-L-S-O-N. And do you have his date of birth? 3/16/1975. Okay. So let's see here. Here, do you mind if I place you on a brief hold? My system's running very slow right now. Sure, sure, sure. Hello. Are you still there? Yes. Awesome. Thank you so much for holding. Um, so it looks like Mathias- Yes, yes. ... is only covered for preventative healthcare services only. Mm-hmm. So like medical- And can... Mm-hmm. Physicals and, um... Like, like pre- Hmm? I'm sorry. Like diabetes screenings, preventative healthcare services only. Okay. And, uh, but can he see me? Can he come to my office, or do you have special offices? Um, no. Honestly, I wouldn't know the answer to that question. I can transfer you over to the correct company that can provide that information to you. Um, just provide them with your zip code. Okay. Which company is that? Uh, Multiplan. So are you, are you 90 Degrees? No, sir. This is Benefits- 90 Degree- ... in a Card. We're the benefit administrators for his employer. Okay, 90 Degree Benefits. And, uh, so I need to speak to Multiplan. Multiplan is part of which company? Um, it's a network. It's an insurance by itself? No, sir. It's a network. Hmm. Let's... Hello? Is it a network or provider?

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. Good morning. This is Dr. Calix. I'm here with a member of a plan, and we're trying to figure out if, uh, what the benefits are and if he can see me for, for his needs.

Speaker speaker_0: Okay. What's the patient's first and last name?

Speaker speaker_1: First name is Mathias, M-A-T-H-I-A-S. Last name, Nelson, N-E-L-S-O-N.

Speaker speaker_0: And do you have his date of birth?

Speaker speaker_1: 3/16/1975.

Speaker speaker_0: Okay. So let's see here. Here, do you mind if I place you on a brief hold? My system's running very slow right now.

Speaker speaker_1: Sure, sure, sure.

Speaker speaker_0: Hello. Are you still there?

Speaker speaker_1: Yes.

Speaker speaker_0: Awesome. Thank you so much for holding. Um, so it looks like Mathias-

Speaker speaker_1: Yes, yes.

Speaker speaker_0: ... is only covered for preventative healthcare services only.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So like medical-

Speaker speaker_1: And can... Mm-hmm. Physicals and, um...

Speaker speaker_0: Like, like pre-

Speaker speaker_1: Hmm? I'm sorry.

Speaker speaker_0: Like diabetes screenings, preventative healthcare services only.

Speaker speaker_1: Okay. And, uh, but can he see me? Can he come to my office, or do you have special offices?

Speaker speaker_0: Um, no. Honestly, I wouldn't know the answer to that question. I can transfer you over to the correct company that can provide that information to you. Um, just provide them with your zip code.

Speaker speaker_1: Okay. Which company is that?

Speaker speaker_0: Uh, Multiplan.

Speaker speaker_1: So are you, are you 90 Degrees?

Speaker speaker_0: No, sir. This is Benefits-

Speaker speaker_1: 90 Degree-

Speaker speaker_0: ... in a Card. We're the benefit administrators for his employer.

Speaker speaker_1: Okay, 90 Degree Benefits. And, uh, so I need to speak to Multiplan. Multiplan is part of which company?

Speaker speaker_0: Um, it's a network.

Speaker speaker_1: It's an insurance by itself?

Speaker speaker_0: No, sir. It's a network.

Speaker speaker_1: Hmm. Let's... Hello? Is it a network or provider?