

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi. Yes. Um, uh, my benefits became effective on Monday and I'd like to print my insurance card online, but I'm having difficulties. All right. What staffing company do you work for? Uh, Partners. Last four of your social, your social? 2462. You said 2462? Yes, sir. First name? Gloria. Last name? Gomez. All right. For security purposes, can you verify your address and date of birth for me? Uh, 45327 Esmeralda Court, Temecula, California 92592. What else did you want? Date of birth? December 24th, 1969. Thank you. So we got a phone number is 760-685-0979? Correct. And the email is GGomez69, uh, 699502 at gmail.com? Correct. Thank you. All right. So you said you need your ID card sent to you? Well, yeah. I'd like to log into the portal and print out my ID card and print out my vision and dental and look at providers. But when I go in there, it says Multiplan.com doesn't exist anymore, that they changed... They have a different name. Sir, what portal do I need to go to, to get that information? You're saying we... So Multiplan is a website you go to, to find providers in your network? Okay. So where do I go to print my insurance card? So unfortunately, Partners Personnel doesn't actually have a website you can go to. So you would call us to get your ID card sent to you. So you need... I can see if your coverage, if your cards are available, but typically, they're not available- Yeah. Yeah. ... till around say Friday. Yeah. They said it should be available online for me on Monday, 'cause it's... my insurance cover was effective Monday. I'm not sure who told you that. But the, your coverage just becomes active on Monday and it takes 24 to 48 hours for your card to be generated upon activation. I can check to see if your cards are available right now. If I put you on a brief hold? Sure. Thank you. Hey, are you there, Ms. Gomez? Yes. Go ahead. So, I was able to locate those for you and I just sent them to your email. Okay. So then, my insurance is effective? Yes, ma'am. Okay. So you sent that to me and then, um, to look into... To go find doctors and providers, I go into your- the multiplan.com website? Yes, ma'am. Okay. But there's no portal where I can go and see what the coverage is or what the copay is? What partner- I can send you a benefits guide, but unfortunately, Partners does not offer a portal for employees. No, ma'am. Could you send me that benefits guide? Yes, ma'am. I can. What is that? Is that, like, a sheet or...? It's a PDF document that has all your coverages on it. Okay. And then also, when I went into multiplan.com, it was asking me to select what type of health plan I have and there was, like, a whole bunch. Well, I guess- Uh-huh. ... it says it on my card, like, if it was, like, a PPO or HMO or... um... Yeah. It's hospital indemnity. None of these plans are PPO or major medical plans. They're all limited benefits plans. Okay. So the logo will show... They said the logo shows on my ID card, but because I didn't have my ID card, I didn't know what it was. Yes, ma'am. Um... Okay. Can you confirm that you received those, those E- the ID cards and the benefits guide I sent? Okay, hold on. Mm-hmm. It should be from the info@benefitsinthecard.com. Yeah, I did get them. Okay. So that's what I needed.

Okay. Well, was there anything else I can assist you with today, Ms. Gomez? I got it. Um. Uh, no, that should be it. I'm good to go. I'll go ahead and review all that information. All right. If there's nothing else- All righty. ... thanks for calling Benefits in the Card. Hope you have a great rest of your week. Thank you. Okay, bye. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: Hi. Yes. Um, uh, my benefits became effective on Monday and I'd like to print my insurance card online, but I'm having difficulties.

Speaker speaker_0: All right. What staffing company do you work for?

Speaker speaker_1: Uh, Partners.

Speaker speaker_0: Last four of your social, your social?

Speaker speaker_1: 2462.

Speaker speaker_0: You said 2462?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: First name?

Speaker speaker_1: Gloria.

Speaker speaker_0: Last name?

Speaker speaker_1: Gomez.

Speaker speaker_0: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Uh, 45327 Esmeralda Court, Temecula, California 92592. What else did you want?

Speaker speaker_0: Date of birth?

Speaker speaker_1: December 24th, 1969.

Speaker speaker_0: Thank you. So we got a phone number is 760-685-0979?

Speaker speaker_1: Correct.

Speaker speaker_0: And the email is GGomez69, uh, 699502 at gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Thank you. All right. So you said you need your ID card sent to you?

Speaker speaker_1: Well, yeah. I'd like to log into the portal and print out my ID card and print out my vision and dental and look at providers. But when I go in there, it says Multiplan.com doesn't exist anymore, that they changed... They have a different name. Sir, what portal do I need to go to, to get that information?

Speaker speaker_0: You're saying we... So Multiplan is a website you go to, to find providers in your network?

Speaker speaker_1: Okay. So where do I go to print my insurance card?

Speaker speaker_0: So unfortunately, Partners Personnel doesn't actually have a website you can go to. So you would call us to get your ID card sent to you. So you need... I can see if your coverage, if your cards are available, but typically, they're not available-

Speaker speaker_1: Yeah.

Speaker speaker_2: Yeah.

Speaker speaker_0: ... till around say Friday.

Speaker speaker_1: Yeah. They said it should be available online for me on Monday, 'cause it's... my insurance cover was effective Monday.

Speaker speaker_0: I'm not sure who told you that. But the, your coverage just becomes active on Monday and it takes 24 to 48 hours for your card to be generated upon activation. I can check to see if your cards are available right now. If I put you on a brief hold?

Speaker speaker_1: Sure.

Speaker speaker_0: Thank you. Hey, are you there, Ms. Gomez?

Speaker speaker_1: Yes. Go ahead.

Speaker speaker_0: So, I was able to locate those for you and I just sent them to your email.

Speaker speaker_1: Okay. So then, my insurance is effective?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. So you sent that to me and then, um, to look into... To go find doctors and providers, I go into your- the multiplan.com website?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. But there's no portal where I can go and see what the coverage is or what the copay is? What partner-

Speaker speaker_0: I can send you a benefits guide, but unfortunately, Partners does not offer a portal for employees. No, ma'am.

Speaker speaker_1: Could you send me that benefits guide?

Speaker speaker_0: Yes, ma'am. I can.

Speaker speaker_1: What is that? Is that, like, a sheet or...?

Speaker speaker_0: It's a PDF document that has all your coverages on it.

Speaker speaker_1: Okay. And then also, when I went into multiplan.com, it was asking me to select what type of health plan I have and there was, like, a whole bunch. Well, I guess-

Speaker speaker_0: Uh-huh.

Speaker speaker_1: ... it says it on my card, like, if it was, like, a PPO or HMO or... um...

Speaker speaker_0: Yeah. It's hospital indemnity. None of these plans are PPO or major medical plans. They're all limited benefits plans.

Speaker speaker_1: Okay. So the logo will show... They said the logo shows on my ID card, but because I didn't have my ID card, I didn't know what it was.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Um... Okay.

Speaker speaker_0: Can you confirm that you received those, those E- the ID cards and the benefits guide I sent?

Speaker speaker_1: Okay, hold on.

Speaker speaker_0: Mm-hmm. It should be from the info@benefitsinthecard.com.

Speaker speaker_1: Yeah, I did get them. Okay. So that's what I needed.

Speaker speaker_0: Okay. Well, was there anything else I can assist you with today, Ms. Gomez?

Speaker speaker_1: I got it. Um. Uh, no, that should be it. I'm good to go. I'll go ahead and review all that information.

Speaker speaker_0: All right. If there's nothing else-

Speaker speaker_1: All righty.

Speaker speaker_0: ... thanks for calling Benefits in the Card. Hope you have a great rest of your week.

Speaker speaker_1: Thank you. Okay, bye.

Speaker speaker_0: Bye.