

Transcript: Malcolm

Nash-6443188891893760-5043098272874496

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. It's about benefits and the card is it- Oh, sorry. My name is Pauline Parker and I have insurance through, um, Around the Clock ETC. And, um, they send me a list, but every place I've called for provider, it says it's not listed. It's not in, in the network. So is there, you know, uh, for dentist, for medical and all that, I'm looking for, um... So which one are you looking for? Because the dental is separate from the medical. The medical you would go to multiplan.com. There was like a- Say everything again for me, sir. I said depending on which one you're looking for, the dental and the medical are separate. So the medical, you'll go to Multiplan- Exactly. And I have a dental card and I have a medical card. Uh, the actual paper one. And I called the dental number and each time I'm calling the places on the list, it's no longer on there and I just got it last week. So did you go, did you go to ampublic- And I called this place last week and they sent me another form, download it and, um, send it to my email. It's, it's the same copy. So did you go to ampublic.com? Hold on. Yeah. Hold on one second. Go ahead. Did you go to ampublic.com? Whatever they sent me in a email. Hold on, let me... Um, so for dental you would want to go to ampublic.com. That website will tell you what dentists in the area take your insurance. For medical, you want to go multiplan.com. That website will tell you what doctors in the area take your insurance. I understand that, sir, but I'm telling you the email that you guys sent me with the updated list on those, they're saying it's not in the network. So do you have something that's current? I understand what you're saying. But whatever is on you guys' email, the, the, the link that you guys send me, I called like five places last week for dentist, for dental. And I'm going to try to find my email real quick. Um, and I'll pull it up, one moment. You received it from us? Yes, sir. This is the same number I called and it's saved in my phone. What staff and company do you work for, ma'am? ETC All Around, uh- What's the last four of your social? 8636. First name? Pauline Parker. For security purposes, can you verify your address and date of birth for me? 5826 West 107th Courtway, Unit 3, Chicago Ridge, Illinois, 60415. Phone number is 465-9426. I need a date of birth. Oh, 2/5/76. Do you, can I get emails, parker257.pp@gmail.com? That's correct. Thank you. You mind if I put you on a brief hold? No, I don't mind. Thank you. Are you there, Ms. Parker? Yes, I am. So have you tried contacting them directly? I called the number, yes, and I even gave them my, um, ID number. Uh, like if you open up the dental one, they got several of them like in Richmond Park, Olympia Fields. I don't know if you know all of that. But each one of them that I've called said they're not even, um, under this... The email that I received was from Careington Automatic, Automated Provider Search Results. Is that the form I should be looking at? The PDF? Yeah, so Careington is the network for the dental. Multiplan is the, uh, network for the medical. Yes, understand that part, but what I'm saying is when I call... I can call right now for one of the business place, but they act like they never heard of, uh, Carrington. All right. So have you

tried contacting the network directly? That's what I was saying, ma'am. Have you called Carrington directly and MultiPlan directly? No. So I guess I need to do that? So you... Yes. Okay. That would be m- my best advice because, uh, we don't... So we're not... They're just the network. We're doing what- Like a third party? Yes. We wouldn't... That's, that's something you will contact them directly about because that's not something we can have answers for on our end because all we do is get you guys enrolled or unenrolled from the coverage. We're not a carrier. We're not providing you any insurance or anything like that. Okay. All right. So I can give you their phone number. I have your number. I- is it 441-0380 option eight? No, ma'am. Hold on a second 'cause this is, this is the form that I'm looking at right now, the PDF. It's Carrington, whatever it is in there says for dental to report... Uh, let me see. Uh, let me see. Let me see this at the bottom of the page. Like I don't have access to that, that page that you're looking at. The, this, this same number I called, so whoever's in your office or... But it's okay. Give me one second. Let me get pen and paper. Go ahead with the phone number. For Carrington, it's 1-800- Mm-hmm. ... 290- Mm-hmm. ... 0523. That's Carrington. And then what's the other one? MultiPlan, their phone number will be 1-800- Uh-huh. ... 457-1403. And that's MultiPlan? Yes, ma'am. All right. Thank you. No problem. Miss Parker- All right. I will- Would you like to speak with us again? No, that was it. Thank you. No problem. Hope you have a great rest of your week. All right. You too. Thanks. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: It's about benefits and the card is it-

Speaker speaker_2: Oh, sorry. My name is Pauline Parker and I have insurance through, um, Around the Clock ETC. And, um, they send me a list, but every place I've called for provider, it says it's not listed. It's not in, in the network. So is there, you know, uh, for dentist, for medical and all that, I'm looking for, um...

Speaker speaker_1: So which one are you looking for? Because the dental is separate from the medical. The medical you would go to multiplan.com. There was like a-

Speaker speaker_2: Say everything again for me, sir.

Speaker speaker_1: I said depending on which one you're looking for, the dental and the medical are separate. So the medical, you'll go to Multiplan-

Speaker speaker_2: Exactly. And I have a dental card and I have a medical card. Uh, the actual paper one. And I called the dental number and each time I'm calling the places on the list, it's no longer on there and I just got it last week.

Speaker speaker_1: So did you go, did you go to ampublic-

Speaker speaker_2: And I called this place last week and they sent me another form, download it and, um, send it to my email. It's, it's the same copy.

Speaker speaker_1: So did you go to ampublic.com?

Speaker speaker_2: Hold on. Yeah. Hold on one second. Go ahead.

Speaker speaker_1: Did you go to ampublic.com?

Speaker speaker_2: Whatever they sent me in a email. Hold on, let me...

Speaker speaker_1: Um, so for dental you would want to go to ampublic.com. That website will tell you what dentists in the area take your insurance. For medical, you want to go multiplan.com. That website will tell you what doctors in the area take your insurance.

Speaker speaker_2: I understand that, sir, but I'm telling you the email that you guys sent me with the updated list on those, they're saying it's not in the network. So do you have something that's current? I understand what you're saying. But whatever is on you guys' email, the, the, the link that you guys send me, I called like five places last week for dentist, for dental. And I'm going to try to find my email real quick. Um, and I'll pull it up, one moment.

Speaker speaker_1: You received it from us?

Speaker speaker_2: Yes, sir. This is the same number I called and it's saved in my phone.

Speaker speaker_1: What staff and company do you work for, ma'am?

Speaker speaker_2: ETC All Around, uh-

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: 8636.

Speaker speaker_1: First name?

Speaker speaker_2: Pauline Parker.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 5826 West 107th Courtway, Unit 3, Chicago Ridge, Illinois, 60415.
Phone number is 465-9426.

Speaker speaker_1: I need a date of birth.

Speaker speaker_2: Oh, 2/5/76.

Speaker speaker_1: Do you, can I get emails, parker257.pp@gmail.com?

Speaker speaker_2: That's correct.

Speaker speaker_1: Thank you. You mind if I put you on a brief hold?

Speaker speaker_2: No, I don't mind.

Speaker speaker_1: Thank you. Are you there, Ms. Parker?

Speaker speaker_2: Yes, I am.

Speaker speaker_1: So have you tried contacting them directly?

Speaker speaker_2: I called the number, yes, and I even gave them my, um, ID number. Uh, like if you open up the dental one, they got several of them like in Richmond Park, Olympia Fields. I don't know if you know all of that. But each one of them that I've called said they're not even, um, under this... The email that I received was from Careington Automatic, Automated Provider Search Results. Is that the form I should be looking at? The PDF?

Speaker speaker_1: Yeah, so Careington is the network for the dental. Multiplan is the, uh, network for the medical.

Speaker speaker_2: Yes, understand that part, but what I'm saying is when I call... I can call right now for one of the business place, but they act like they never heard of, uh, Carrington.

Speaker speaker_1: All right. So have you tried contacting the network directly? That's what I was saying, ma'am. Have you called Carrington directly and MultiPlan directly?

Speaker speaker_2: No. So I guess I need to do that?

Speaker speaker_1: So you... Yes.

Speaker speaker_2: Okay.

Speaker speaker_1: That would be m- my best advice because, uh, we don't... So we're not... They're just the network. We're doing what-

Speaker speaker_2: Like a third party?

Speaker speaker_1: Yes. We wouldn't... That's, that's something you will contact them directly about because that's not something we can have answers for on our end because all we do is get you guys enrolled or unenrolled from the coverage. We're not a carrier. We're not providing you any insurance or anything like that.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: So I can give you their phone number.

Speaker speaker_2: I have your number. I- is it 441-0380 option eight?

Speaker speaker_1: No, ma'am.

Speaker speaker_2: Hold on a second 'cause this is, this is the form that I'm looking at right now, the PDF. It's Carrington, whatever it is in there says for dental to report... Uh, let me see. Uh, let me see. Let me see this at the bottom of the page.

Speaker speaker_1: Like I don't have access to that, that page that you're looking at.

Speaker speaker_2: The, this, this same number I called, so whoever's in your office or... But it's okay. Give me one second. Let me get pen and paper. Go ahead with the phone number.

Speaker speaker_1: For Carrington, it's 1-800-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 290-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 0523.

Speaker speaker_2: That's Carrington. And then what's the other one?

Speaker speaker_1: MultiPlan, their phone number will be 1-800-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... 457-1403.

Speaker speaker_2: And that's MultiPlan?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: No problem. Miss Parker-

Speaker speaker_2: All right. I will-

Speaker speaker_1: Would you like to speak with us again?

Speaker speaker_2: No, that was it. Thank you.

Speaker speaker_1: No problem. Hope you have a great rest of your week.

Speaker speaker_2: All right. You too. Thanks.

Speaker speaker_1: Thank you.