

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hi, Malcolm. My name's Eric Sawyer. I'm, so I'm calling because I'm doing my paperwork, um, and the insurance goes to you guys. I just had a couple questions. When it says, um, in network, who is... Can you explain what network? Like, 'cause I go through Sanford Hospital. Would that be considered in network? So you would go to multiplan.com. That website will, that's the network for medical. Carrington is the medical for dental. And MetLife is the car- is the network for vision. Networks are the places that you can go to use the coverage that you have. Okay. So regardless, so Sanford would be a... So what's the website you said I can go to? Multiplan.com. That website will tell you which doctor's in the area to take your insurance. Okay. And you said the health insurance is through who? American Public Life. American Public Life. The network would be MultiPlan. MultiPlan is the name of the network. The carrier is American Public Life. Oh, okay. All right. Thank you. I think that was the only thing I had. Okay, if there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your day. Thank you. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_2: Hi, Malcolm. My name's Eric Sawyer. I'm, so I'm calling because I'm doing my paperwork, um, and the insurance goes to you guys. I just had a couple questions. When it says, um, in network, who is... Can you explain what network? Like, 'cause I go through Sanford Hospital. Would that be considered in network?

Speaker speaker_1: So you would go to multiplan.com. That website will, that's the network for medical. Carrington is the medical for dental. And MetLife is the car- is the network for vision. Networks are the places that you can go to use the coverage that you have.

Speaker speaker_2: Okay. So regardless, so Sanford would be a... So what's the website you said I can go to?

Speaker speaker_1: Multiplan.com. That website will tell you which doctor's in the area to take your insurance.

Speaker speaker_2: Okay. And you said the health insurance is through who?

Speaker speaker_1: American Public Life.

Speaker speaker_2: American Public Life.

Speaker speaker_1: The network would be MultiPlan. MultiPlan is the name of the network. The carrier is American Public Life.

Speaker speaker_2: Oh, okay. All right. Thank you. I think that was the only thing I had.

Speaker speaker_1: Okay, if there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your day.

Speaker speaker_2: Thank you. You too.

Speaker speaker_1: Thank you.