

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Hi. So I have a question. I have a dermatologist appointment tomorrow, and the last time I went, they said my insurance wasn't accepted, but whenever I check the list of providers, they're on the, they're in the network, so I wanna know how come they didn't accept my insurance the last time I went? Um, actually, I'm, I'm not sure if they are in the list. Um, unless they haven't updated their information. Mm-hmm. And they no longer, uh, take the insurance, um, because that's the only reason I'll see, I could tell you that, think that's the reason why. Okay. But, um, is there any other doctors in your area that you might be able to go? No. No. Um, and you say you're going to the dermatologist? Yeah, tomorrow. And what's the name of the staffing agency you work for, ma'am? Um, Carlton Staffing. And the last 14 digits of your Social? 6249. Miss Garcia? Yes. Can we verify your complete address and date of birth for security reasons to make sure our numbers are five? Yes. 1505 Blackburn Drive, Pasadena, Texas 77502. And my date of birth is 12/7/1994. We have the phone number on file, 832-276-6250 and your email is na.garciaReyes@gmail.com? Yes. And do you, um, do you call the actual carrier to make sure that they do cover the dermatologist? So, there's this... L- so I, I have this thing, and it says, "For medical providers, please visit multiplan.com or call this number," and it gives me a number. And when I checked the website and whenever I call, it tells me that, you know, my, the dermatologist I'm going to is in the network. Okay. So I'll suggest if you would like, I'll give you the phone number for, um, the actual carrier, which is APL. And maybe they will be able to assist you, 'cause I'm, I'm not... I do not see here in my, let's see, in my benefit guide anything about dermatologists. Maybe there's something else that is wrong there, maybe any other type of doctors. Um, and then you could check with them, but, um, I never heard of it, of them actually covering dermatologists. Are you, are you sure? 'Cause whenever I started working for Carlton Staffing, I'm doing a con- contracting job right now, they told me that I could pick the insurance and I made sure to pick dermatology. It was on that list. Okay. So when you enrolled, they told you that it was there, that, that they accept for dermatologists? Yes. I don't know where that list is at, but there, but I picked, I picked them all. I picked vision and... Mm-hmm. Yeah, I don't- They have eye care. Yeah, I picked everything on there, so. No, I, I see what you got. What I don't know for sure is that they do cover the dermatologists. Mm-hmm. So that's why I'm, I'm letting you know, um, if we wanna give them a call just to go over- Okay. ... and check. Okay. What's the number? Um, 800... They close at this time 'cause they work with the, um, Eastern time u- time. Mm-hmm. Um, but you can call them at early in the morning. Okay. It's 800-256-8606. Okay. Thank you. No problem. And, um, if anything, if they do cover and, um... I don't know. Uh, maybe you could find someone closer by if that doctor actually don't cover it. So go- Okay. Thank you. No

problem. Thank you for giving us a call. Have a great one.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi. So I have a question. I have a dermatologist appointment tomorrow, and the last time I went, they said my insurance wasn't accepted, but whenever I check the list of providers, they're on the, they're in the network, so I wanna know how come they didn't accept my insurance the last time I went?

Speaker speaker_1: Um, actually, I'm, I'm not sure if they are in the list. Um, unless they haven't updated their information.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And they no longer, uh, take the insurance, um, because that's the only reason I'll see, I could tell you that, think that's the reason why.

Speaker speaker_2: Okay.

Speaker speaker_1: But, um, is there any other doctors in your area that you might be able to go?

Speaker speaker_2: No. No.

Speaker speaker_1: Um, and you say you're going to the dermatologist?

Speaker speaker_2: Yeah, tomorrow.

Speaker speaker_1: And what's the name of the staffing agency you work for, ma'am?

Speaker speaker_2: Um, Carlton Staffing.

Speaker speaker_1: And the last 14 digits of your Social?

Speaker speaker_2: 6249.

Speaker speaker_1: Miss Garcia?

Speaker speaker_2: Yes.

Speaker speaker_1: Can we verify your complete address and date of birth for security reasons to make sure our numbers are five?

Speaker speaker_2: Yes. 1505 Blackburn Drive, Pasadena, Texas 77502. And my date of birth is 12/7/1994.

Speaker speaker_1: We have the phone number on file, 832-276-6250 and your email is na.garciaReyes@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: And do you, um, do you call the actual carrier to make sure that they do cover the dermatologist?

Speaker speaker_2: So, there's this... L- so I, I have this thing, and it says, "For medical providers, please visit multiplan.com or call this number," and it gives me a number. And when I checked the website and whenever I call, it tells me that, you know, my, the dermatologist I'm going to is in the network.

Speaker speaker_1: Okay. So I'll suggest if you would like, I'll give you the phone number for, um, the actual carrier, which is APL. And maybe they will be able to assist you, 'cause I'm, I'm not... I do not see here in my, let's see, in my benefit guide anything about dermatologists. Maybe there's something else that is wrong there, maybe any other type of doctors. Um, and then you could check with them, but, um, I never heard of it, of them actually covering dermatologists.

Speaker speaker_2: Are you, are you sure? 'Cause whenever I started working for Carlton Staffing, I'm doing a con- contracting job right now, they told me that I could pick the insurance and I made sure to pick dermatology. It was on that list.

Speaker speaker_1: Okay. So when you enrolled, they told you that it was there, that, that they accept for dermatologists?

Speaker speaker_2: Yes. I don't know where that list is at, but there, but I picked, I picked them all. I picked vision and...

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Yeah, I don't-

Speaker speaker_1: They have eye care.

Speaker speaker_2: Yeah, I picked everything on there, so.

Speaker speaker_1: No, I, I see what you got. What I don't know for sure is that they do cover the dermatologists.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So that's why I'm, I'm letting you know, um, if we wanna give them a call just to go over-

Speaker speaker_2: Okay.

Speaker speaker_1: ... and check.

Speaker speaker_2: Okay. What's the number?

Speaker speaker_1: Um, 800... They close at this time 'cause they work with the, um, Eastern time u- time.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, but you can call them at early in the morning.

Speaker speaker_2: Okay.

Speaker speaker_1: It's 800-256-8606.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. And, um, if anything, if they do cover and, um... I don't know. Uh, maybe you could find someone closer by if that doctor actually don't cover it. So go-

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. Thank you for giving us a call. Have a great one.