

Transcript: Pamela

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Full Transcript

... your, your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi, Pam. This is Dina with, um, American Public Life. And I have a insured on the line that has some questions reg- regarding their MultiPlan. Can you assist him with that if I gave you their information with us? Sure. Their social, date of birth? Okay. Yes. Um... Let me get that to you. And- So the social is, um... It's for Ralph Nannes. Mm-hmm. And his social is 677-14-7797. I need the last four. I, I'm sorry. I got all lost there . I'm sorry. It's 7797. All right, and who does he work for? It's Ralph... Oh, his employer is... Looks like Ox- Oxford Global Resources, LLC. Okay. All right. Um, you could go ahead and, and- Okay. Let me get him on the line. Give me one second. Huh, for him? Sure. Hello, Ralph. I have Pam on the line and she's gonna assist you regarding your MultiPlan. Uh, thank you so much. Appreciate it. Okay. You're welcome. Well, thank you for calling APL. You have a good day. You too. Thank you. Mr. Nannes? Bye. Hi. Sorry- Hmm. Mm-hmm. ... I didn't catch your name. Pamela. Pamela. Hi, Pamela. This is Ralph Nannes. Uh, let me know what kind of information you need, so you can verify my insurance with you. All right. Well, I have your file. I'm kind of lost here with- I have your file. Um, I just wanna verify your address and date of birth just to make sure I'm in the correct file, and for security. Sure. It's... Sure. Uh, my date of birth is March 27th, 1965. And the address is 2620 Yuzo Street, uh, s- um, uh, Spring Valley, California, 91977. Thank you for the information. We have a phone number on file, 626-240-9556. And your email is your first name, letter r, @gmail.com. R, double R. Hmm. Okay, double R, yeah. So you have the- And- ... Insure Plus Enhance as your medical? First of all- Yeah? ... give me... What's the number I can reach MultiPlan? It's 800, or what? Yes. MultiPlan is 800-457-1403. So I think I call multiplan- MultiPlan is actually where you're gonna call and file your pro- find your providers. Okay. Let me explain to you what happened. Mm-hmm. Okay. I called, uh, the MultiPlan line. I don't know. I have a like, a different kind of numbers here, but this is a MultiPlan. And they send me a list of the doctors, and one of them, the Dr. John Kasawa, and John Kasawa in San Ysidro Health. I called the office and they told me, "We don't take this insurance." So, what, like, um... I'm lost between APL and MultiPlan. So MultiPlan only provide doctors, right? Yes, sir. APL is your actual- And- ... carrier. The actual carrier. Mm-hmm. Okay. So if MultiPlan give me a doctor within the network- Yes. ... why they are not... The... Why this doctor office not taking my insurance? That's- Can you verify that? Well, it's kind of, um, um... I mean, I never got across something like that. If they are in network, why would they not take your insurance unless they have, uh, had ended the contract or something similar. But- Can you check the name, see if in the network? Well, we don't, we don't, um- So when I call them- Mm-hmm. We don't have that information. The number- They have a website. Go ahead, sir. Uh, I'm sorry. Yeah. I found it from the website. I- Mm-hmm. I pull it from the website, and I

search through my area, and I found that Dr. John, uh, uh, Family Parti- uh, Practice, and- Mm-hmm. ... John Kasawa. It's in El Cajon, uh, California, which is in San Diego. Mm-hmm. And they told me they don't take. So what I should tell them to... Like, where to go now? Just, can you help me with that? Okay. So, is he the only doctor in your area? I called couple doctors, they don't take patients. They don't have n-... They're not taking new patients, or they're not taking their- They don't take new patient. And this doctor- Okay. No, they don't t-... They didn't tell... They s-... Right away, they told me they don't take patient. And this doctor, because he speak Arabic the same my language I speak. Mm-hmm. So it help me a lot, me and my wife, when we go there, that we can speak the language. Okay. Um, I completely understand. Now we here as a benefits 10:00, we do not have that answer as why your doctor is not, um, a- I mean, the doctor that is with the MultiPlan is not taking the insurance. I could try to find out that information for you, um, 'cause like I said, un- we n- never had that issue before. Um, Mr. Nanny, is there a specific time that I could call you back so I could find that information for you? You can call me anytime please, because we need to find a doctor. I've been str- I completely understand. Um, I always, when I tell the members when they go online, they always call the doctor 'cause we don't know how often they change the information. But I will try to get the information for you and see what can we do. Or find, I mean, the reason why they're not accepting the insurance if they are in the list. Let's see. So let me, um... It's 4:30 here, you in California. Hmm. Let me see if I could get someone to give me that information within the next hour 'cause we work on Eastern Time. And I will get back to you within the next hour. Sure, yeah. No problem. You have my number? Thank you. Yes. I have 626-240-9556. Perfect, yeah. And do you need any like information or do you have my file there? I have your file. Um, what I'm gonna do is find out why it's... if the doctors are in network, they are not accepting the patients. Yeah. Um... Appreciate it. I'll wait here. All right, so I'll give you a call within the next hour as soon as I get a, an answer. Sure. All right. Well- Is there anything else besides that, Mr. Nanny, that I could do for you? No. That's... I'm, I'm just gonna wait for you to, to get the answer back please. Sure. Thank you for giving us a call today. Have a great rest of the day, sir. Thanks. I'm not sure- By the way, if I wanna reach you back- Yeah. ... let's say tomorrow if I didn't hear back, so which option or what I need to- Um, you, you... You will call this number. Do you have a pen? I have a pen, yeah. It's 800- Mm-hmm. ... 497-4856. 497. Mm-hmm. 48- ... 856. So 800-497-4856? If any of my peers that answers the call, um, you could ask for me, Pamela, and if I'm with another member- All right. Oh, I'm here after 11 o'clock Eastern Time. So that's one thing. And if I'm busy with another member, just tell them that you want me to call you back and I'll do it as soon as possible. But I will do my best to get you an answer today, sir. Thank you so much, Pamela. Appreciate it. All right. Thank you for giving us a call. Have a great rest of the day, sir. Thank you. Mm-hmm. You too. Bye-bye.

Conversation Format

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

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

Speaker speaker_2: Hi, Pam. This is Dina with, um, American Public Life. And I have a insured on the line that has some questions reg- regarding their MultiPlan. Can you assist him with that if I gave you their information with us?

Speaker speaker_1: Sure.

Speaker speaker_2: Their social, date of birth? Okay.

Speaker speaker_1: Yes. Um... Let me get that to you.

Speaker speaker_2: And-

Speaker speaker_1: So the social is, um... It's for Ralph Nannes.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And his social is 677-14-7797.

Speaker speaker_2: I need the last four. I, I'm sorry. I got all lost there .

Speaker speaker_1: I'm sorry. It's 7797.

Speaker speaker_2: All right, and who does he work for? It's Ralph... Oh, his employer is... Looks like Ox- Oxford Global Resources, LLC.

Speaker speaker_1: Okay. All right. Um, you could go ahead and, and-

Speaker speaker_2: Okay. Let me get him on the line. Give me one second.

Speaker speaker_1: Huh, for him? Sure.

Speaker speaker_2: Hello, Ralph. I have Pam on the line and she's gonna assist you regarding your MultiPlan.

Speaker speaker_3: Uh, thank you so much. Appreciate it.

Speaker speaker_2: Okay. You're welcome. Well, thank you for calling APL. You have a good day.

Speaker speaker_3: You too. Thank you.

Speaker speaker_2: Mr. Nannes? Bye.

Speaker speaker_3: Hi. Sorry-

Speaker speaker_1: Hmm. Mm-hmm.

Speaker speaker_3: ... I didn't catch your name.

Speaker speaker_1: Pamela.

Speaker speaker_3: Pamela. Hi, Pamela. This is Ralph Nannes. Uh, let me know what kind of information you need, so you can verify my insurance with you.

Speaker speaker_1: All right. Well, I have your file.

Speaker speaker_3: I'm kind of lost here with-

Speaker speaker_1: I have your file. Um, I just wanna verify your address and date of birth just to make sure I'm in the correct file, and for security.

Speaker speaker_3: Sure. It's... Sure. Uh, my date of birth is March 27th, 1965. And the address is 2620 Yuzo Street, uh, s- um, uh, Spring Valley, California, 91977.

Speaker speaker_1: Thank you for the information. We have a phone number on file, 626-240-9556. And your email is your first name, letter r, @gmail.com.

Speaker speaker_3: R, double R.

Speaker speaker_1: Hmm. Okay, double R, yeah. So you have the-

Speaker speaker_3: And-

Speaker speaker_1: ... Insure Plus Enhance as your medical?

Speaker speaker_3: First of all-

Speaker speaker_1: Yeah?

Speaker speaker_3: ... give me... What's the number I can reach MultiPlan? It's 800, or what?

Speaker speaker_1: Yes. MultiPlan is 800-457-1403.

Speaker speaker_3: So I think I call multiplan-

Speaker speaker_1: MultiPlan is actually where you're gonna call and file your pro- find your providers.

Speaker speaker_3: Okay. Let me explain to you what happened.

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: Okay. I called, uh, the MultiPlan line. I don't know. I have a like, a different kind of numbers here, but this is a MultiPlan. And they send me a list of the doctors, and one of them, the Dr. John Kasawa, and John Kasawa in San Ysidro Health. I called the office and they told me, "We don't take this insurance." So, what, like, um... I'm lost between APL and MultiPlan. So MultiPlan only provide doctors, right?

Speaker speaker_1: Yes, sir. APL is your actual-

Speaker speaker_3: And-

Speaker speaker_1: ... carrier.

Speaker speaker_3: The actual carrier.

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: Okay. So if MultiPlan give me a doctor within the network-

Speaker speaker_1: Yes.

Speaker speaker_3: ... why they are not... The... Why this doctor office not taking my insurance?

Speaker speaker_1: That's-

Speaker speaker_3: Can you verify that?

Speaker speaker_1: Well, it's kind of, um, um... I mean, I never got across something like that. If they are in network, why would they not take your insurance unless they have, uh, had ended the contract or something similar. But-

Speaker speaker_3: Can you check the name, see if in the network?

Speaker speaker_1: Well, we don't, we don't, um-

Speaker speaker_3: So when I call them-

Speaker speaker_1: Mm-hmm. We don't have that information.

Speaker speaker_3: The number-

Speaker speaker_1: They have a website. Go ahead, sir. Uh, I'm sorry.

Speaker speaker_3: Yeah. I found it from the website. I-

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: I pull it from the website, and I search through my area, and I found that Dr. John, uh, uh, Family Parti- uh, Practice, and-

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: ... John Kasawa. It's in El Cajon, uh, California, which is in San Diego.

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: And they told me they don't take. So what I should tell them to... Like, where to go now? Just, can you help me with that?

Speaker speaker_1: Okay. So, is he the only doctor in your area?

Speaker speaker_3: I called couple doctors, they don't take patients.

Speaker speaker_1: They don't have n-... They're not taking new patients, or they're not taking their-

Speaker speaker_3: They don't take new patient. And this doctor-

Speaker speaker_1: Okay.

Speaker speaker_3: No, they don't t-... They didn't tell... They s-... Right away, they told me they don't take patient. And this doctor, because he speak Arabic the same my language I speak.

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: So it help me a lot, me and my wife, when we go there, that we can speak the language.

Speaker speaker_1: Okay. Um, I completely understand. Now we here as a benefits 10:00, we do not have that answer as why your doctor is not, um, a- I mean, the doctor that is with the MultiPlan is not taking the insurance. I could try to find out that information for you, um, 'cause like I said, un- we n- never had that issue before. Um, Mr. Nanny, is there a specific time that I could call you back so I could find that information for you?

Speaker speaker_3: You can call me anytime please, because we need to find a doctor. I've been str-

Speaker speaker_1: I completely understand. Um, I always, when I tell the members when they go online, they always call the doctor 'cause we don't know how often they change the information. But I will try to get the information for you and see what can we do. Or find, I mean, the reason why they're not accepting the insurance if they are in the list. Let's see. So let me, um... It's 4:30 here, you in California. Hmm. Let me see if I could get someone to give me that information within the next hour 'cause we work on Eastern Time. And I will get back to you within the next hour.

Speaker speaker_3: Sure, yeah. No problem. You have my number?

Speaker speaker_1: Thank you. Yes. I have 626-240-9556.

Speaker speaker_3: Perfect, yeah. And do you need any like information or do you have my file there?

Speaker speaker_1: I have your file. Um, what I'm gonna do is find out why it's... if the doctors are in network, they are not accepting the patients.

Speaker speaker_3: Yeah.

Speaker speaker_1: Um...

Speaker speaker_3: Appreciate it. I'll wait here.

Speaker speaker_1: All right, so I'll give you a call within the next hour as soon as I get a, an answer.

Speaker speaker_3: Sure.

Speaker speaker_1: All right.

Speaker speaker_3: Well-

Speaker speaker_1: Is there anything else besides that, Mr. Nanny, that I could do for you?

Speaker speaker_3: No. That's... I'm, I'm just gonna wait for you to, to get the answer back please.

Speaker speaker_1: Sure. Thank you for giving us a call today. Have a great rest of the day, sir.

Speaker speaker_3: Thanks.

Speaker speaker_1: I'm not sure-

Speaker speaker_3: By the way, if I wanna reach you back-

Speaker speaker_1: Yeah.

Speaker speaker_3: ... let's say tomorrow if I didn't hear back, so which option or what I need to-

Speaker speaker_1: Um, you, you... You will call this number. Do you have a pen?

Speaker speaker_3: I have a pen, yeah.

Speaker speaker_1: It's 800-

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: ... 497-4856.

Speaker speaker_3: 497.

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: 48-

Speaker speaker_1: ... 856.

Speaker speaker_3: So 800-497-4856?

Speaker speaker_1: If any of my peers that answers the call, um, you could ask for me, Pamela, and if I'm with another member-

Speaker speaker_3: All right.

Speaker speaker_1: Oh, I'm here after 11 o'clock Eastern Time. So that's one thing. And if I'm busy with another member, just tell them that you want me to call you back and I'll do it as soon as possible. But I will do my best to get you an answer today, sir.

Speaker speaker_3: Thank you so much, Pamela. Appreciate it.

Speaker speaker_1: All right. Thank you for giving us a call. Have a great rest of the day, sir.

Speaker speaker_3: Thank you. Mm-hmm. You too. Bye-bye.