

## **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 Card. This is Pamela speaking. How may I help you? Hi, there. Um, so they, I'm calling to ask where I might be directed to find if my providers are going to be in network if I take this insurance? Um, so I was... I'm just calling the number that was given to me on this benefits plan by my prospective employer. Okay. Um... So, I could give you a website and then a phone number that you could call and find out about if your doctors are in network. Yeah, would that be in the Benefits in a Card benefits wizard thing? The packet? There's like a 24-page packet here. Yes. It's called MultiPlan. Oh, okay. Well, what was the email or the... I'm sorry, the website address? It's multiplan.com. Multiplan.com? Yes, ma'am. And there's a spot where you can, um, check to see if your provider is in network? When you go into... On the page, it will show you. Um, you could do it through the city or the CIPCO. Okay. So a list of approved providers that are co- like insurance will pay for are going to be listed? Yes. Okay, perfect. Well, I'll call back if I have any questions. Thanks so much for your help. No problem. Thank you for giving us a call today. All right. Yep. Bye.

### **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 Card. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hi, there. Um, so they, I'm calling to ask where I might be directed to find if my providers are going to be in network if I take this insurance? Um, so I was... I'm just calling the number that was given to me on this benefits plan by my prospective employer.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Um...

Speaker speaker\_1: So, I could give you a website and then a phone number that you could call and find out about if your doctors are in network.

Speaker speaker\_2: Yeah, would that be in the Benefits in a Card benefits wizard thing? The packet? There's like a 24-page packet here.

Speaker speaker\_1: Yes. It's called MultiPlan.

Speaker speaker\_2: Oh, okay. Well, what was the email or the... I'm sorry, the website address?

Speaker speaker\_1: It's multiplan.com.

Speaker speaker\_2: Multiplan.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: And there's a spot where you can, um, check to see if your provider is in network?

Speaker speaker\_1: When you go into... On the page, it will show you. Um, you could do it through the city or the CIPCO.

Speaker speaker\_2: Okay. So a list of approved providers that are co- like insurance will pay for are going to be listed?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay, perfect. Well, I'll call back if I have any questions. Thanks so much for your help.

Speaker speaker\_1: No problem. Thank you for giving us a call today.

Speaker speaker\_2: All right. Yep. Bye.