

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Medical Care Card, this is Pamela speaking, how may I help you? Hi. I'm calling regarding, uh, our insurance, uh, through Cara Staffing Group. Okay. Uh... Go ahead, I'm listening. I... Yeah. So, I tried to schedule a medical appointment, um, with a medical provider and they asked for the insurance plan number and I looked at the card and all it said MultiPlan and that's it, M-E-T coverage. No plan number and things like that. And when I looked online, the way MultiPlan works that you have to assign, um, a- a provider and then MultiPlan will send that to the provider and see if he accepts to be in the network with MultiPlan. I think it's- it's kind of complicated. I mean, we pay a lot for insurance- Okay. ... each month. It's kind of complicated unless, for that. Okay. So- I just want a- a plan number so the provider can have it and so I can establish care with them. All right. In order for me to assist you, I'm gonna need the last four digits of your social security. First and last name, so I can pull up your file and see what plan you have. Sure. Last name, T-R-O-N-G. I need the last four digits of your social number. Sorry, give me one second. Where is it? Oh, okay. Uh, let's see. Sorry, one second. Can't remember. Uh...

Conversation Format

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

Speaker speaker_1: Thank you for calling Medical Care Card, this is Pamela speaking, how may I help you?

Speaker speaker_2: Hi. I'm calling regarding, uh, our insurance, uh, through Cara Staffing Group.

Speaker speaker_1: Okay.

Speaker speaker_2: Uh...

Speaker speaker_1: Go ahead, I'm listening.

Speaker speaker_2: I... Yeah. So, I tried to schedule a medical appointment, um, with a medical provider and they asked for the insurance plan number and I looked at the card and all it said MultiPlan and that's it, M-E-T coverage. No plan number and things like that. And when I looked online, the way MultiPlan works that you have to assign, um, a- a provider and then MultiPlan will send that to the provider and see if he accepts to be in the network with

MultiPlan. I think it's- it's kind of complicated. I mean, we pay a lot for insurance-

Speaker speaker_1: Okay.

Speaker speaker_2: ... each month. It's kind of complicated unless, for that.

Speaker speaker_1: Okay. So-

Speaker speaker_2: I just want a- a plan number so the provider can have it and so I can establish care with them.

Speaker speaker_1: All right. In order for me to assist you, I'm gonna need the last four digits of your social security. First and last name, so I can pull up your file and see what plan you have.

Speaker speaker_2: Sure. Last name, T-R-O-N-G.

Speaker speaker_1: I need the last four digits of your social number.

Speaker speaker_2: Sorry, give me one second. Where is it? Oh, okay. Uh, let's see.

Speaker speaker_1: Sorry, one second.

Speaker speaker_2: Can't remember. Uh...