

Transcript: Pearl

Rojas-5434953569058816-4782416100769792

Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hello. My name is James Dedrick. And how can I assist you? I'm with Surge Staffing and... I'm, uh, trying to figure out, uh, who I would call to, uh, see what positions or hospitals are in my plan. Okay. So have you received your card? No, I have not. Okay. What are the last four digits of your social? 9920. And your address and date of birth? Address is 423 Nicholas Ridge Drive, Elizabethtown, Kentucky 42701. Date of birth is 9... May 19th, 1958. Okay. And your phone number is 270-872-9528? Correct. And I have your email address as jbpd2n@gmail.com? That's correct. Okay. So your coverage just became active today, so you should receive your medical card in your email by the end of the week, and your vision and dental should go to your residence. On each card, there's a number that says "Find a Provider," and you'll simply call that number and put in your information, and they'll dictate a list to you, or on the card as well they have a email addre- uh, e- I'm sorry, a website that you'll be able to go to and see a list of, of carriers in your area. Okay. What is that website? Um, it's multiplan.com. Multiplan.com. Okay. Just, if I go to that website now, it should just tell me who's in my area? Yep. You'll click on where it says "Find a Provider" and you'll click, um, Unlimited... I'm sorry. You'll click Limited Benefit Plan and then put in your information and it'll show providers in your area. Okay. Thank you so much, Pearl. No problem. Thank you so much for calling. You have a better day. Uh-huh. Multiplan.com? Yes, sir. Okay. Thank you. Bye-bye. No problem. Have a great day.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Hello. My name is James Dedrick.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I'm with Surge Staffing and... I'm, uh, trying to figure out, uh, who I would call to, uh, see what positions or hospitals are in my plan.

Speaker speaker_0: Okay. So have you received your card?

Speaker speaker_1: No, I have not.

Speaker speaker_0: Okay. What are the last four digits of your social?

Speaker speaker_1: 9920.

Speaker speaker_0: And your address and date of birth?

Speaker speaker_1: Address is 423 Nicholas Ridge Drive, Elizabethtown, Kentucky 42701.
Date of birth is 9... May 19th, 1958.

Speaker speaker_0: Okay. And your phone number is 270-872-9528?

Speaker speaker_1: Correct.

Speaker speaker_0: And I have your email address as jbp2n@gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. So your coverage just became active today, so you should receive your medical card in your email by the end of the week, and your vision and dental should go to your residence. On each card, there's a number that says "Find a Provider," and you'll simply call that number and put in your information, and they'll dictate a list to you, or on the card as well they have a email address- uh, e- I'm sorry, a website that you'll be able to go to and see a list of, of carriers in your area.

Speaker speaker_1: Okay. What is that website?

Speaker speaker_0: Um, it's multiplan.com.

Speaker speaker_1: Multiplan.com. Okay. Just, if I go to that website now, it should just tell me who's in my area?

Speaker speaker_0: Yep. You'll click on where it says "Find a Provider" and you'll click, um, Unlimited... I'm sorry. You'll click Limited Benefit Plan and then put in your information and it'll show providers in your area.

Speaker speaker_1: Okay. Thank you so much, Pearl.

Speaker speaker_0: No problem. Thank you so much for calling. You have a better day.

Speaker speaker_1: Uh-huh. Multiplan.com?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Thank you. Bye-bye.

Speaker speaker_0: No problem. Have a great day.