

Transcript: Pearl

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Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Ho, and who would I like to speak English? Hi. My name is Melissa Arrow. And how can I assist you? Um, I'm trying to find out, I guess, um, am I supposed to get a card in the mail for my, if I wanted to go see my primary care physician? So, a medical card? Yes. So medical cards don't get out-sent out physically. They get sent out to your email, unless you- Oh, okay. ... call back and request them physical. Mm-hmm. Um, what email address should I have looked out for? 'Cause I'm not sure that, I mean, I'm sure I may have received it, but I'm just not able to find it. No worries. That's fine. It should say something along the lines of American Public Life, APL, something along those lines. That's the insurance carrier for medical. Okay. Um, are you able to help me forward a copy of it, or is there somebody I need to reach out to to get a copy? Um- Oh, I can definitely do that. I can get you another one sent out to your email. If you like, I can actually send you a physical as well. Um, yeah. That would be great. Okay. What's the name of the staff agency you work for? Uh, Creative Circle. And the last four digits of your social? 0567. All righty. And if you can verify your address and date of birth for me. Address is 503 Manila, M-A-N-I-L-A, Avenue, Jersey City, New Jersey 07302. And my date of birth is August 15th, 1985. All righty. May I have your phone number? It's 551-655-5523. Correct. And I have your email address as m- uh, melissaarrow at gmail.com? Yes. Correct. All righty. I'll go ahead and get that physical s- uh, that, um, copy sent to your email, and then I'll also get that physical sent to your residence. The physical will take about seven to 10 business days to arrive, but the virtual copy should arrive in a couple minutes. I'm just gonna download your card and get it sent to you, okay? Okay, great. And then- Yeah. ... um, the other thing... Oh, I'm sorry. Were you gonna say something? Yeah, sorry. The email that you're gonna look out for today is gonna say info@benefitsinacard.com. It should go to your inbox. Okay, perfect. If you don't see it there, just try the spam or junk folder. Okay, great. Um, the other question I had is, um, is there, um, I guess, an in- or an in-network like, um, search portal or something to find somebody that is covered by my insurance? Yes. So on the card that I'm gonna send you it's gonna say, "Find a provider." It's gonna have a phone number. It's also gonna have a website. You, um, call the number and provide your information. They'll, um, they will orally just... If you go to the website, you're gonna go to multiplan.com. You'll click on where it says Find a Provider. And then from the options you're gonna choose Limited Benefit Plan, and then just put in your zip code or whatever, um, if you have a doctor you prefer going to. And they'll be able to tell you if that doctor's on the list, or if not, you can put in your zip code and city, and it'll give you a list of people in your area. Okay. That's great. Thank you so much. No problem. Thank you so much for calling. You have a great day. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Ho, and who would I like to speak English?

Speaker speaker_1: Hi. My name is Melissa Arrow.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I'm trying to find out, I guess, um, am I supposed to get a card in the mail for my, if I wanted to go see my primary care physician?

Speaker speaker_0: So, a medical card?

Speaker speaker_1: Yes.

Speaker speaker_0: So medical cards don't get out- sent out physically. They get sent out to your email, unless you-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... call back and request them physical. Mm-hmm.

Speaker speaker_1: Um, what email address should I have looked out for? 'Cause I'm not sure that, I mean, I'm sure I may have received it, but I'm just not able to find it.

Speaker speaker_0: No worries. That's fine. It should say something along the lines of American Public Life, APL, something along those lines. That's the insurance carrier for medical.

Speaker speaker_1: Okay. Um, are you able to help me forward a copy of it, or is there somebody I need to reach out to to get a copy? Um-

Speaker speaker_0: Oh, I can definitely do that. I can get you another one sent out to your email. If you like, I can actually send you a physical as well.

Speaker speaker_1: Um, yeah. That would be great.

Speaker speaker_0: Okay. What's the name of the staff agency you work for?

Speaker speaker_1: Uh, Creative Circle.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 0567.

Speaker speaker_0: All righty. And if you can verify your address and date of birth for me.

Speaker speaker_1: Address is 503 Manila, M-A-N-I-L-A, Avenue, Jersey City, New Jersey 07302. And my date of birth is August 15th, 1985.

Speaker speaker_0: All righty. May I have your phone number? It's 551-655-5523.

Speaker speaker_1: Correct.

Speaker speaker_0: And I have your email address as m- uh, melissaarrow at gmail.com?

Speaker speaker_1: Yes. Correct.

Speaker speaker_0: All righty. I'll go ahead and get that physical s- uh, that, um, copy sent to your email, and then I'll also get that physical sent to your residence. The physical will take about seven to 10 business days to arrive, but the virtual copy should arrive in a couple minutes. I'm just gonna download your card and get it sent to you, okay?

Speaker speaker_1: Okay, great. And then-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... um, the other thing... Oh, I'm sorry. Were you gonna say something?

Speaker speaker_0: Yeah, sorry. The email that you're gonna look out for today is gonna say info@benefitsinacard.com. It should go to your inbox.

Speaker speaker_1: Okay, perfect.

Speaker speaker_0: If you don't see it there, just try the spam or junk folder.

Speaker speaker_1: Okay, great. Um, the other question I had is, um, is there, um, I guess, an in- or an in-network like, um, search portal or something to find somebody that is covered by my insurance?

Speaker speaker_0: Yes. So on the card that I'm gonna send you it's gonna say, "Find a provider." It's gonna have a phone number. It's also gonna have a website. You, um, call the number and provide your information. They'll, um, they will orally just... If you go to the website, you're gonna go to multiplan.com. You'll click on where it says Find a Provider. And then from the options you're gonna choose Limited Benefit Plan, and then just put in your zip code or whatever, um, if you have a doctor you prefer going to. And they'll be able to tell you if that doctor's on the list, or if not, you can put in your zip code and city, and it'll give you a list of people in your area.

Speaker speaker_1: Okay. That's great. Thank you so much.

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

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.