

## **Transcript: VICTORIA**

**Taylor-4661095323189248-5450874646216704**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. I'm just trying to see, uh, network status for our facility and this patient's plan. Okay. Are you trying to see if they're in network? Correct. Okay. So, you've contacted the benefits administrators. Um, we wouldn't have access to that information. Is it for medical? So, yes. Uh, I, I called another number and they said that I called the wrong number and transferred me to you. Hmm. Okay. Yeah, 'cause we just administer policies. I wouldn't be able to see if you're in network or not with them. Did you call MultiPlan? 800-457-1403. Uh, let's see. I did not call that one. Okay. Um- But would that be the, the person to check the network status? 'Cause on the patient's card- Yeah. That's- ... it says to locate a provider. Yeah. So, I mean, are you trying to see if you guys are in network or not? Correct. Yes. Uh-huh. Yeah. So, that's where the members contact is to find a provider, and they should be able to see if you guys are in network or not. Okay. Uh, I'll try that one out. Thank you. Okay. Do you need that number again? Uh, no. It's on the card. I have it. Thank you. You're welcome. Bye-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 on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Hi, Victoria. I'm just trying to see, uh, network status for our facility and this patient's plan.

Speaker speaker\_1: Okay. Are you trying to see if they're in network?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. So, you've contacted the benefits administrators. Um, we wouldn't have access to that information. Is it for medical?

Speaker speaker\_2: So, yes. Uh, I, I called another number and they said that I called the wrong number and transferred me to you.

Speaker speaker\_1: Hmm. Okay. Yeah, 'cause we just administer policies. I wouldn't be able to see if you're in network or not with them. Did you call MultiPlan? 800-457-1403.

Speaker speaker\_2: Uh, let's see. I did not call that one.

Speaker speaker\_1: Okay. Um-

Speaker speaker\_2: But would that be the, the person to check the network status? 'Cause on the patient's card-

Speaker speaker\_1: Yeah. That's-

Speaker speaker\_2: ... it says to locate a provider.

Speaker speaker\_1: Yeah. So, I mean, are you trying to see if you guys are in network or not?

Speaker speaker\_2: Correct. Yes. Uh-huh.

Speaker speaker\_1: Yeah. So, that's where the members contact is to find a provider, and they should be able to see if you guys are in network or not.

Speaker speaker\_2: Okay. Uh, I'll try that one out. Thank you.

Speaker speaker\_1: Okay. Do you need that number again?

Speaker speaker\_2: Uh, no. It's on the card. I have it. Thank you.

Speaker speaker\_1: You're welcome. Bye-bye.