

Transcript: VICTORIA

Taylor-4794989290668032-5161476920655872

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card, this is Victoria. How can I help you? Hi. I was calling because I wanted to know a few things. So, um, I had, uh, basically applied, um, through my... Like, I basically applied through my, um, my job and I wanted to know, like, what is the exact name of, like, the insurance? Okay. Let me pull up your file. What's the name of the agency you work for? Um, The Resource. And the last four of your Social? 0220. And your first and last name. Katia Johnson. All right. If you will verify your address and date of birth. Um, 29 Woodstream Lane, Apartment G, Greensboro, North Carolina 27410, and my birthday is 11/10/1993. And then phone number 917-396-0745? Yes. Email is gonna be first name 1893 @gmail.com? Mm-hmm. Okay. Um, so it looks like you're currently enrolled into the VIP Basic medical plan. So that is your- But is this Benefits in the... Oh, go ahead. Yeah. I was just gonna say, it's with American Public Life. American Public. So, um, when it comes to that, right, American Public Life, um, do you know, like, what, like, places I have to go to, like, like, for doctors or stuff like that? 'Cause I really work eight to five and I'ma have to, like, figure something... Like, I got to basically make an appointment, like, weeks ahead of time 'cause I can't really take no days off. So is it possible for me to see, like, what doctors is in that, like, that area for the coverage I have or I have to wait until I get the card? Um, no, you should be able to, um... There's a website you can go on to. Give me one second. Okay. So it looks like you can go onto the website multiplan.com or you can call them. Multiplan. Multiplan. Is it.us or.com? Multiplan.com. So when I did that the last time, it started with US. Um, okay, so is this... So can I sign up and stuff now or I still need, like, the insurance card and things of that, things of that nature? What do you mean? Sign, uh, sign up with us or with Multiplan? So all right, my insurance is with... 'Cause this is, this is what I'm confused about, right. Who is, like, what is the name of my actual insurance that I'm gonna have with, with this whole thing? So the name of the insurance provider is American Public Life. However, the name of the network you need to stay within is Multiplan. Okay. So, um, so should I call Multiplan and see what, like, basically, like, find a provider and things like that? Or could you tell me? Yeah. So you can either go onto that website, multiplan.com or you can call Multiplan and they can help you find a provider and I can give you their phone number. Okay. So now I... All right. So now I'm at the part where it's asking me, um, what plan do I have, right? And the options are basically, like, limited benefit plan, PPO, like, these kind of things and it says Medicare Advantage. So it'll be limited benefit plan, right? Or you're not too sure? Yep. Well, that's... Okay. No, it would be limited benefit plan. Okay. Um, okay. All right. Um, so I guess I'll give them a call. Um, when are you guys gonna take out the first, uh, payment? Does it say? So i- it looks like your, what you're currently enrolled into is the VIP Basic and it looks like that became active last week, um, so the payment has already been taken for that or pending for a different

enrollment for the VIP Classic and the FreeRx. Oh, when will I be able to use it? When you see that deduction being made out of your check. Mm. All right. Well, I normally get paid early, so I guess I'll wait till then and see what happens, if my check is shorter than normal then that's when I'll know. Yeah, so I don't see that we've received a deduction for the new enrollment just yet. The only deduction- Oh. ... we received was on December 6th, which provided coverage for the VIP Basic between December 9th and December 15th. Okay. All right. All right. Thank you. You're welcome. Have a good day. All right. You too. 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 Benefit Center Card, this is Victoria. How can I help you?

Speaker speaker_2: Hi. I was calling because I wanted to know a few things. So, um, I had, uh, basically applied, um, through my... Like, I basically applied through my, um, my job and I wanted to know, like, what is the exact name of, like, the insurance?

Speaker speaker_1: Okay. Let me pull up your file. What's the name of the agency you work for?

Speaker speaker_2: Um, The Resource.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 0220.

Speaker speaker_1: And your first and last name.

Speaker speaker_2: Katia Johnson.

Speaker speaker_1: All right. If you will verify your address and date of birth.

Speaker speaker_2: Um, 29 Woodstream Lane, Apartment G, Greensboro, North Carolina 27410, and my birthday is 11/10/1993.

Speaker speaker_1: And then phone number 917-396-0745?

Speaker speaker_2: Yes.

Speaker speaker_1: Email is gonna be first name 1893 @gmail.com?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. Um, so it looks like you're currently enrolled into the VIP Basic medical plan. So that is your-

Speaker speaker_2: But is this Benefits in the... Oh, go ahead.

Speaker speaker_1: Yeah. I was just gonna say, it's with American Public Life.

Speaker speaker_2: American Public. So, um, when it comes to that, right, American Public Life, um, do you know, like, what, like, places I have to go to, like, like, for doctors or stuff like that? 'Cause I really work eight to five and I'ma have to, like, figure something... Like, I got to basically make an appointment, like, weeks ahead of time 'cause I can't really take no days off. So is it possible for me to see, like, what doctors is in that, like, that area for the coverage I have or I have to wait until I get the card?

Speaker speaker_1: Um, no, you should be able to, um... There's a website you can go on to. Give me one second.

Speaker speaker_2: Okay.

Speaker speaker_1: So it looks like you can go onto the website multiplan.com or you can call them.

Speaker speaker_2: Multiplan. Multiplan. Is it.us or.com?

Speaker speaker_1: Multiplan.com.

Speaker speaker_2: So when I did that the last time, it started with US. Um, okay, so is this... So can I sign up and stuff now or I still need, like, the insurance card and things of that, things of that nature?

Speaker speaker_1: What do you mean? Sign, uh, sign up with us or with Multiplan?

Speaker speaker_2: So all right, my insurance is with... 'Cause this is, this is what I'm confused about, right. Who is, like, what is the name of my actual insurance that I'm gonna have with, with this whole thing?

Speaker speaker_1: So the name of the insurance provider is American Public Life. However, the name of the network you need to stay within is Multiplan.

Speaker speaker_2: Okay. So, um, so should I call Multiplan and see what, like, basically, like, find a provider and things like that? Or could you tell me?

Speaker speaker_1: Yeah. So you can either go onto that website, multiplan.com or you can call Multiplan and they can help you find a provider and I can give you their phone number.

Speaker speaker_2: Okay. So now I... All right. So now I'm at the part where it's asking me, um, what plan do I have, right? And the options are basically, like, limited benefit plan, PPO, like, these kind of things and it says Medicare Advantage. So it'll be limited benefit plan, right? Or you're not too sure?

Speaker speaker_1: Yep.

Speaker speaker_2: Well, that's... Okay.

Speaker speaker_1: No, it would be limited benefit plan.

Speaker speaker_2: Okay. Um, okay. All right. Um, so I guess I'll give them a call. Um, when are you guys gonna take out the first, uh, payment? Does it say?

Speaker speaker_1: So i- it looks like your, what you're currently enrolled into is the VIP Basic and it looks like that became active last week, um, so the payment has already been taken for that or pending for a different enrollment for the VIP Classic and the FreeRx.

Speaker speaker_2: Oh, when will I be able to use it?

Speaker speaker_1: When you see that deduction being made out of your check.

Speaker speaker_2: Mm. All right. Well, I normally get paid early, so I guess I'll wait till then and see what happens, if my check is shorter than normal then that's when I'll know.

Speaker speaker_1: Yeah, so I don't see that we've received a deduction for the new enrollment just yet. The only deduction-

Speaker speaker_2: Oh.

Speaker speaker_1: ... we received was on December 6th, which provided coverage for the VIP Basic between December 9th and December 15th.

Speaker speaker_2: Okay. All right. All right. Thank you.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: All right. You too. Bye-bye.