

Transcript: VICTORIA

Taylor-5045050441646080-4768860019539968

Full Transcript

Thank you for your call. This is Victoria. Hello? Hi. How can I help you? Um, I'm calling about my insurance with you guys. So, I'm trying to get, uh, my medication refilled at one of my, uh, doctors, but they said that, um, they don't know if they're in network with my insurance that I have on file with you guys. So I'm calling you about that. Okay, and this is a medical provider? Yeah, this is a medical f- medical provider in Bowling Green, Kentucky. Um, her name is Joy C- Cornelius and, uh, I talked to them not too long a- like, like two days ago and they said that it looks like on their end that they don't see that they're in, in network with the, um, with the insurance, uh, that I have on file. So, I don't know who... I don't know which insurance that I should talk to. I don't know if I should talk to the APL people in, in, you know, the American Public Life Insurance Company. I don't know if, uh, I should talk to MetLife. I don't know. Okay. So to find a medical provider, you can either go onto multiplan.com or there's a phone number for them that I can give you and they can help you find a, uh, medical provider. Multiplan.com? Mm-hmm. So the website is multiplan.com or you can call the phone number, um, 800-457- Just say it. One four- Go ahead. Okay. You said 800... 457. ... 4-5-7. 1-4-0-3. 1-4-0-3. Correct. And that's for, uh, MultiPlan? You said multiplan.com? Yes. That's the name of their website if you would like to go on the website. It's multiplan.com, or you can call them at 800-457-1403 and they can help- Okay. ... you find a provider. So MultiPlan is the name of the network for your medical insurance. Oh, okay. MultiPlan. Let me see it. Let me see it. I'm about to go through the website right now just...

Conversation Format

Speaker speaker_0: Thank you for your call. This is Victoria.

Speaker speaker_1: Hello?

Speaker speaker_0: Hi. How can I help you?

Speaker speaker_1: Um, I'm calling about my insurance with you guys. So, I'm trying to get, uh, my medication refilled at one of my, uh, doctors, but they said that, um, they don't know if they're in network with my insurance that I have on file with you guys. So I'm calling you about that.

Speaker speaker_0: Okay, and this is a medical provider?

Speaker speaker_1: Yeah, this is a medical f- medical provider in Bowling Green, Kentucky. Um, her name is Joy C- Cornelius and, uh, I talked to them not too long a- like, like two days

ago and they said that it looks like on their end that they don't see that they're in, in network with the, um, with the insurance, uh, that I have on file. So, I don't know who... I don't know which insurance that I should talk to. I don't know if I should talk to the APL people in, in, you know, the American Public Life Insurance Company. I don't know if, uh, I should talk to MetLife. I don't know.

Speaker speaker_0: Okay. So to find a medical provider, you can either go onto multiplan.com or there's a phone number for them that I can give you and they can help you find a, uh, medical provider.

Speaker speaker_1: Multiplan.com?

Speaker speaker_0: Mm-hmm. So the website is multiplan.com or you can call the phone number, um, 800-457-

Speaker speaker_2: Just say it. One four-

Speaker speaker_1: Go ahead.

Speaker speaker_2: Okay.

Speaker speaker_1: You said 800...

Speaker speaker_2: 457.

Speaker speaker_1: ... 4-5-7.

Speaker speaker_2: 1-4-0-3.

Speaker speaker_1: 1-4-0-3.

Speaker speaker_2: Correct.

Speaker speaker_1: And that's for, uh, MultiPlan? You said multiplan.com?

Speaker speaker_2: Yes. That's the name of their website if you would like to go on the website. It's multiplan.com, or you can call them at 800-457-1403 and they can help-

Speaker speaker_1: Okay.

Speaker speaker_2: ... you find a provider. So MultiPlan is the name of the network for your medical insurance.

Speaker speaker_1: Oh, okay. MultiPlan. Let me see it. Let me see it. I'm about to go through the website right now just...