

Transcript: VICTORIA

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on the Card. This is Victoria. How can I help you? How you doing, Victoria? Um, I was at the chiropractor recently and he told me to give you guys a call to see if you guys were c- coverage by him or if you were unable to go to him. Okay. Uh, what's the name of the agency you work for? Um, it's Dr. Selman B. Dutchman. No, sir. What's the name of the agency you work through? The... I work through BG MultiPlan. And the last four of your Social? 8310. Okay. And your first and last name? Marcus Duke. And do you mind verifying your address and date of birth? 512... 51292 5955 Goodfellow, Apartment A, 63147. And then phone number three. 146888486? Correct. And then email is marcusduke074 at y- uh, gmail.com? Correct. Okay. Um, so we're just your benefits administrators. I'm not sure that there is coverage for chiropractic under your medical plan, so you're gonna have to reach out to the actual insurance carrier to verify if there's coverage for that. Okay. Um, now if they do verify there's coverage, then you'll have to, um, either go on to MultiPlan's website or call MultiPlan and they can verify if that doctor is in-network. Okay. So let me give you the phone number for the actual insurance carrier. Um, so the insurance carrier is gonna be American Public Life. Mm-hmm. And their phone number is 800-256-8606. And then like I said, once you call them to verify if that's something that would be covered, then you can either go onto multiplan.com- Mm-hmm. ... or you can call MultiPlan and their phone number is 800-457-1403 and they can verify if he's in-network or not. Okay, thanks. You're welcome. Did you need help with anything else? No, that's it. Okay. Have a wonderful day. You too. Thank you. 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 the Card. This is Victoria. How can I help you?

Speaker speaker_2: How you doing, Victoria? Um, I was at the chiropractor recently and he told me to give you guys a call to see if you guys were c- coverage by him or if you were unable to go to him.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Um, it's Dr. Selman B. Dutchman.

Speaker speaker_1: No, sir. What's the name of the agency you work through?

Speaker speaker_2: The... I work through BG MultiPlan.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 8310.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Marcus Duke.

Speaker speaker_1: And do you mind verifying your address and date of birth?

Speaker speaker_2: 512... 51292 5955 Goodfellow, Apartment A, 63147.

Speaker speaker_1: And then phone number three. 146888486?

Speaker speaker_2: Correct.

Speaker speaker_1: And then email is marcusduke074 at y- uh, gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Um, so we're just your benefits administrators. I'm not sure that there is coverage for chiropractic under your medical plan, so you're gonna have to reach out to the actual insurance carrier to verify if there's coverage for that.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, now if they do verify there's coverage, then you'll have to, um, either go on to MultiPlan's website or call MultiPlan and they can verify if that doctor is in-network.

Speaker speaker_2: Okay.

Speaker speaker_1: So let me give you the phone number for the actual insurance carrier. Um, so the insurance carrier is gonna be American Public Life.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And their phone number is 800-256-8606. And then like I said, once you call them to verify if that's something that would be covered, then you can either go onto multiplan.com-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... or you can call MultiPlan and their phone number is 800-457-1403 and they can verify if he's in-network or not.

Speaker speaker_2: Okay, thanks.

Speaker speaker_1: You're welcome. Did you need help with anything else?

Speaker speaker_2: No, that's it.

Speaker speaker_1: Okay. Have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.