

## Transcript: VICTORIA

**Taylor-5868286725636096-4575618741616640**

### Full Transcript

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Yes, I was calling to see... Can I... I just wanted to know where can I find my member ID on my, uh, insurance card? Um, let me pull up your file. What's the name of the agency you work for? Serge. And the last four of your social? 8486. Uh... 8486? Yes, ma'am. And your first and last name? Shandrea Ramble. Okay, I'm not seeing you pull up under that social. Um, I see- 6486. Okay, gotcha. I got 8486, okay so it's 6486. Yes, ma'am. Okay, do you mind verifying your address and date of birth? 85 Ridge Street, West Long Beach 50, January 20... I mean, January 25th, 2007. And then phone number is 662-295-6613? Yes, ma'am. Okay. And then email is gonna be first and last name 15 at Gmail. Yes, ma'am. Okay. So the ID card should have been e- uh, should have been mailed to you, actually, by now, um, but I can look up a copy and email it to you. Yeah, so I'm, I'm looking at the card. Is it... Is it my employee ID number that start with a D? Give me just one second. Let me pull it up. Yeah, so all the information you would need on there is, is on there. Um, there's not a policy number, it's just an employee ID, and then there's a group number- Okay. ... as well. Okay, so I got a question also because I'm at the doctor now and they won't accept me because they said they don't accept Benefits in a Card, but I called MultiPlan, which they... I had already called here first before I called MultiPlan. They told me to call them to find a provider and they sent me to this doctor that I'm at right now, but they won't take me because they said they don't take this insurance. But they, they list them as taking the insurance but they won't take me. Okay. I mean, unfortunately, there's not much I can do about that because the Benefits in a Card, we're just your benefits administrators. That's not the name of the insurance. The name of the insurance- So- ... company is 90 Degree- Is 90 Degree- Yes, it's 90 Degree Benefits. Okay. And the name of the network is MultiPlan. Okay, so that's what I... That's what I wanted to know was it Benefits in a Card, because she wouldn't take it as Benefits in a Card, so she... They, they wouldn't take me at all because they said they didn't take that but I wanted to know what was the real name, which is 90 Degree Benefit. Yes, and it has to be within the MultiPlan network. Now, did you just tell her this information over the phone or did you present the ID card to her? Yes, ma'am, I gave her the ID card. Then she scanned it. She, she probably scanned it because they was trying to push me away, but I gave... I gave the card and I also had MultiPlan call them and they also still said that they didn't... they didn't take it. But I got... I had to do back tracking to make sure it's called 90 Degree before I call them in there again instead of wasting my time and having to go to another one, because I done been to two doctors already and they sent me over here and I called personally and they said this is the doctor but they said they don't take it. Okay. Yeah, so just make sure to explain to them, which I, I don't understand if they have the ID card why they wouldn't know that information, but the name of the insurance company is 90 Degree Benefits, and then you can also explain

to them that the name of the network is MultiPlan. Okay. Mm-hmm. Well, thank you. You're welcome. Did you need help with anything else? Um, also I got one more question. If... I know it said preventative service only for my, my medical, but do I have vi- vision and dental? Uh, no, I don't see that you're enrolled into any, either of those. It's just only medical? Yeah. Okay, because I have... I'm gonna have to call my temp agency about that because they said it was... It says I'm enrolled in all of them. She said I was enrolled in all of them, but I don't know. But thank you. You're welcome. You have a wonderful day. You too. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Yes, I was calling to see... Can I... I just wanted to know where can I find my member ID on my, uh, insurance card?

Speaker speaker\_0: Um, let me pull up your file. What's the name of the agency you work for?

Speaker speaker\_1: Serge.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 8486. Uh...

Speaker speaker\_0: 8486?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Shandrea Ramble.

Speaker speaker\_0: Okay, I'm not seeing you pull up under that social. Um, I see-

Speaker speaker\_1: 6486.

Speaker speaker\_0: Okay, gotcha. I got 8486, okay so it's 6486.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay, do you mind verifying your address and date of birth?

Speaker speaker\_1: 85 Ridge Street, West Long Beach 50, January 20... I mean, January 25th, 2007.

Speaker speaker\_0: And then phone number is 662-295-6613?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And then email is gonna be first and last name 15 at Gmail.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So the ID card should have been e- uh, should have been mailed to you, actually, by now, um, but I can look up a copy and email it to you.

Speaker speaker\_1: Yeah, so I'm, I'm looking at the card. Is it... Is it my employee ID number that start with a D?

Speaker speaker\_0: Give me just one second. Let me pull it up. Yeah, so all the information you would need on there is, is on there. Um, there's not a policy number, it's just an employee ID, and then there's a group number-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... as well.

Speaker speaker\_1: Okay, so I got a question also because I'm at the doctor now and they won't accept me because they said they don't accept Benefits in a Card, but I called MultiPlan, which they... I had already called here first before I called MultiPlan. They told me to call them to find a provider and they sent me to this doctor that I'm at right now, but they won't take me because they said they don't take this insurance. But they, they list them as taking the insurance but they won't take me.

Speaker speaker\_0: Okay. I mean, unfortunately, there's not much I can do about that because the Benefits in a Card, we're just your benefits administrators. That's not the name of the insurance. The name of the insurance-

Speaker speaker\_1: So-

Speaker speaker\_0: ... company is 90 Degree-

Speaker speaker\_1: Is 90 Degree-

Speaker speaker\_0: Yes, it's 90 Degree Benefits.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And the name of the network is MultiPlan.

Speaker speaker\_1: Okay, so that's what I... That's what I wanted to know was it Benefits in a Card, because she wouldn't take it as Benefits in a Card, so she... They, they wouldn't take me at all because they said they didn't take that but I wanted to know what was the real name, which is 90 Degree Benefit.

Speaker speaker\_0: Yes, and it has to be within the MultiPlan network. Now, did you just tell her this information over the phone or did you present the ID card to her?

Speaker speaker\_1: Yes, ma'am, I gave her the ID card. Then she scanned it. She, she probably scanned it because they was trying to push me away, but I gave... I gave the card and I also had MultiPlan call them and they also still said that they didn't... they didn't take it. But I got... I had to do back tracking to make sure it's called 90 Degree before I call them in there again instead of wasting my time and having to go to another one, because I done been

to two doctors already and they sent me over here and I called personally and they said this is the doctor but they said they don't take it.

Speaker speaker\_0: Okay. Yeah, so just make sure to explain to them, which I, I don't understand if they have the ID card why they wouldn't know that information, but the name of the insurance company is 90 Degree Benefits, and then you can also explain to them that the name of the network is MultiPlan.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Well, thank you.

Speaker speaker\_0: You're welcome. Did you need help with anything else?

Speaker speaker\_1: Um, also I got one more question. If... I know it said preventative service only for my, my medical, but do I have vi- vision and dental?

Speaker speaker\_0: Uh, no, I don't see that you're enrolled into any, either of those.

Speaker speaker\_1: It's just only medical?

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Okay, because I have... I'm gonna have to call my temp agency about that because they said it was... It says I'm enrolled in all of them. She said I was enrolled in all of them, but I don't know. But thank you.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you. Bye-bye.