

Transcript: VICTORIA

Taylor-6316695861116928-4520250996736000

Full Transcript

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Hi, Victoria. My name is Diana. I have the... Uh, I am in one urgent, uh, care re- um, because I have a problem, uh, with my health and they don't accept my, uh, insurance. Can you help me? Like if there is - where I can go close to my, uh, area? Um, so we're just your benefits and ministers. We don't have access to the providers that are, that are in network. Oh, God. Um, have you, have you tried contacting MultiPlan? Multi- MultiPlan? What? MultiPlan? Where to, to see. I have just two b- two cards here where they send it to me. It's like American Public Life. I have two cards, two plans. It's MultiPlan and the other one is... Yeah, MultiPlan. Yes. Yeah. So you can either go onto multiplan.com to find a provider or you can call MultiPlan and they can help you find a provider. How? I- I'm calling and I know this is the third call. Everybody give me some number of how the work this? Because I have problem when I am sick. I just need something- I- ... where is here around close to me. I understand, ma'am, but you called Benefits in a Card. We're just your benefits administrators. So you have to call MultiPlan and they can help you find a provider in network. Oh, God. Okay. Thank you. Do you need their phone number? Huh? Do you need their phone number? Yeah. Can you give me? Sure. Their phone number is 800- Mm-hmm. ... 457- Mm-hmm. ... 1403. Okay. Thank you so much. Let me call them. No problem. Okay. Thanks. Okay. Thank you. 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: Hi, Victoria. My name is Diana. I have the... Uh, I am in one urgent, uh, care re- um, because I have a problem, uh, with my health and they don't accept my, uh, insurance. Can you help me? Like if there is - where I can go close to my, uh, area?

Speaker speaker_0: Um, so we're just your benefits and ministers. We don't have access to the providers that are, that are in network.

Speaker speaker_1: Oh, God.

Speaker speaker_0: Um, have you, have you tried contacting MultiPlan?

Speaker speaker_1: Multi- MultiPlan? What? MultiPlan? Where to, to see. I have just two b- two cards here where they send it to me. It's like American Public Life. I have two cards, two plans. It's MultiPlan and the other one is... Yeah, MultiPlan. Yes.

Speaker speaker_0: Yeah. So you can either go onto multiplan.com to find a provider or you can call MultiPlan and they can help you find a provider.

Speaker speaker_1: How? I- I'm calling and I know this is the third call. Everybody give me some number of how the work this? Because I have problem when I am sick. I just need something-

Speaker speaker_0: I-

Speaker speaker_1: ... where is here around close to me.

Speaker speaker_0: I understand, ma'am, but you called Benefits in a Card. We're just your benefits administrators. So you have to call MultiPlan and they can help you find a provider in network.

Speaker speaker_1: Oh, God. Okay. Thank you.

Speaker speaker_0: Do you need their phone number?

Speaker speaker_1: Huh?

Speaker speaker_0: Do you need their phone number?

Speaker speaker_1: Yeah. Can you give me?

Speaker speaker_0: Sure. Their phone number is 800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 457-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 1403.

Speaker speaker_1: Okay. Thank you so much. Let me call them.

Speaker speaker_0: No problem.

Speaker speaker_1: Okay. Thanks.

Speaker speaker_0: Okay.

Speaker speaker_1: Thank you. Bye.