

Transcript: VICTORIA

Taylor-6668470118727680-6249600379731968

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah, I just recently got the, um, insurance through Wagner, and, uh, I wanna call people in network, but I need the website. Do you have that for me for doctors and then dentists? Um, okay. So for medical providers, you would want to go onto, um, multiplan.com. M-U-L-T-I-P-L-E, multi and the new word plan.com? Let me verify the spelling. Give me one second. So M-U-L-T-I-P-L-A-N.com. All right. That didn't work. Let me try it again. M-U-L-T-I-P-L-E- No, it's- P- P- ... P-L-A. Okay..... Is it plans or plan? So it's just, it's just plan. So M-U-L-T-I-P-L-A-N.com. Okay. All right. There we go. And then what about the one for dentists? Is it all through the same thing? Uh, no. It would be different. For dental, you would want to go to A-M as in Mary-P-U and then B-L-I-C.com. Okay. And last question, do you have my member number? 'Cause I'm sure they're gonna ask it. I think I have it, but I just wanna verify it. Um, I would need to look up your file, uh, what's the name of the agency you're with again? Wagner. Okay. And the last four of your social? 6867. And your first and last name? John Jordan. Gotcha. Just to make sure I'm looking at the right file, do you mind verifying your address and date of birth? Yeah. The address 3659 Victoria Manor Drive, Lakeland, Florida 33805. Birthday 12/7/65. All right. Phone number is 404-713-7173. Mm-hmm. And email is JJordan7173@gmail.com. Correct. Okay. Give me one second. Do you have your ID cards? No. Okay. 'Cause it should be on the ID cards. Give me one second. Well, I'm searching for, uh, a provider. Mm-hmm. It says, "Search by name, specialty, and all that other..." I just need a primary care physician. So is it PCP? I believe so. Are you looking at the, uh, Multiplan- I got it. Yeah. ... website? Yeah. It's primary care. Okay. Uh, shoot. Select network. Do you know what network I'm in? Uh, Multiplan. Thanks. Do you know if it's Limited Benefit Plan, PPO? So technically you have two different medical plans. You have the MEC, which is for your preventative healthcare, and then you also have the, uh, VIP Classic, which is the hospital indemnity plan. Oh. Is that normal? Yeah. I mean, some people get both. Like I said, one is for preventative care, and the other is for non-preventative care. Mm-hmm. Give me just one second. I'm doing multiple things at once. Let me go back to the Multiplan website. Can you hold on a quick sec? Sure. Nevermind. I let it go to voicemail. Okay. So honestly what I would select, um, because the plan that you have to stay in network is for your preventative services, so I would select the preventative services only option. All right. That sounds good to me. But you can also, um... You can also select the limited benefit plan if you don't find that provider under the preventative services. Yeah. As long as I give me like one name, I'll be good. Okay. Um, and then give me just a few seconds. I'm still trying to download all your ID cards. And I'm gonna email these to you as well, so you have copies. Perfect. Are you there? Yes, sir. Give me just a few moments. I'm having to download each individual ID

card for you . Okay. Uh... All right. So sending all of those ID cards to ya. I sent both of the medical plan ID cards, uh, your vision and dental ID, ID card as well. Perfect. Thank you. You're welcome. Uh, was there anything else you might need help with? No, I think I'm good. I think I'll be able to g- get my work done. All righty. You have a wonderful day. Okay, thanks. Thank you. Bye-bye. All right. 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 a Card. This is Victoria. How can I help you?

Speaker speaker_2: Yeah, I just recently got the, um, insurance through Wagner, and, uh, I wanna call people in network, but I need the website. Do you have that for me for doctors and then dentists?

Speaker speaker_1: Um, okay. So for medical providers, you would want to go onto, um, multiplan.com.

Speaker speaker_2: M-U-L-T-I-P-L-E, multi and the new word plan.com?

Speaker speaker_1: Let me verify the spelling. Give me one second. So M-U-L-T-I-P-L-A-N.com.

Speaker speaker_2: All right. That didn't work. Let me try it again. M-U-L-T-I-P-L-E-

Speaker speaker_1: No, it's-

Speaker speaker_2: P- P-

Speaker speaker_1: ... P-L-A.

Speaker speaker_2: Okay..... Is it plans or plan?

Speaker speaker_1: So it's just, it's just plan. So M-U-L-T-I-P-L-A-N.com.

Speaker speaker_2: Okay. All right. There we go. And then what about the one for dentists? Is it all through the same thing?

Speaker speaker_1: Uh, no. It would be different. For dental, you would want to go to A-M as in Mary-P-U and then B-L-I-C.com.

Speaker speaker_2: Okay. And last question, do you have my member number? 'Cause I'm sure they're gonna ask it. I think I have it, but I just wanna verify it.

Speaker speaker_1: Um, I would need to look up your file, uh, what's the name of the agency you're with again?

Speaker speaker_2: Wagner.

Speaker speaker_1: Okay. And the last four of your social?

Speaker speaker_2: 6867.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: John Jordan.

Speaker speaker_1: Gotcha. Just to make sure I'm looking at the right file, do you mind verifying your address and date of birth?

Speaker speaker_2: Yeah. The address 3659 Victoria Manor Drive, Lakeland, Florida 33805. Birthday 12/7/65.

Speaker speaker_1: All right. Phone number is 404-713-7173.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And email is JJordan7173@gmail.com.

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Give me one second. Do you have your ID cards?

Speaker speaker_2: No.

Speaker speaker_1: Okay. 'Cause it should be on the ID cards. Give me one second.

Speaker speaker_2: Well, I'm searching for, uh, a provider.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: It says, "Search by name, specialty, and all that other..." I just need a primary care physician. So is it PCP?

Speaker speaker_1: I believe so. Are you looking at the, uh, Multiplan-

Speaker speaker_2: I got it. Yeah.

Speaker speaker_1: ... website?

Speaker speaker_2: Yeah. It's primary care.

Speaker speaker_1: Okay.

Speaker speaker_2: Uh, shoot. Select network. Do you know what network I'm in?

Speaker speaker_1: Uh, Multiplan.

Speaker speaker_2: Thanks. Do you know if it's Limited Benefit Plan, PPO?

Speaker speaker_1: So technically you have two different medical plans. You have the MEC, which is for your preventative healthcare, and then you also have the, uh, VIP Classic, which is the hospital indemnity plan.

Speaker speaker_2: Oh. Is that normal?

Speaker speaker_1: Yeah. I mean, some people get both. Like I said, one is for preventative care, and the other is for non-preventative care.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Give me just one second. I'm doing multiple things at once. Let me go back to the Multiplan website.

Speaker speaker_2: Can you hold on a quick sec?

Speaker speaker_1: Sure.

Speaker speaker_2: Nevermind. I let it go to voicemail.

Speaker speaker_1: Okay. So honestly what I would select, um, because the plan that you have to stay in network is for your preventative services, so I would select the preventative services only option.

Speaker speaker_2: All right. That sounds good to me.

Speaker speaker_1: But you can also, um... You can also select the limited benefit plan if you don't find that provider under the preventative services.

Speaker speaker_2: Yeah. As long as I give me like one name, I'll be good.

Speaker speaker_1: Okay. Um, and then give me just a few seconds. I'm still trying to download all your ID cards. And I'm gonna email these to you as well, so you have copies.

Speaker speaker_2: Perfect.

Speaker speaker_3: Are you there?

Speaker speaker_1: Yes, sir. Give me just a few moments. I'm having to download each individual ID card for you .

Speaker speaker_3: Okay. Uh...

Speaker speaker_1: All right. So sending all of those ID cards to ya. I sent both of the medical plan ID cards, uh, your vision and dental ID, ID card as well.

Speaker speaker_3: Perfect. Thank you.

Speaker speaker_1: You're welcome. Uh, was there anything else you might need help with?

Speaker speaker_3: No, I think I'm good. I think I'll be able to g- get my work done.

Speaker speaker_1: All righty. You have a wonderful day.

Speaker speaker_3: Okay, thanks.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_3: All right. Bye.