

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Debit Card, this is Chris. How can I help you today? Hi. I was just calling to see what places take my insurance. Okay. Um- Because ■ Are you looking for- ... I looked on ■... on that list now. Are you looking for medical, dental, or vision providers? Medical. Um, okay. So while we cannot, um, look up that information ourselves 'cause we're just the enrollment admin, we don't have that list of information available to us. Um, I do know there's a website that you can go to that would allow- that would help you locate those providers yourself. Um, that website would be multiplan.com. Okay, so it's on the- my insurance card? Yeah. Should, uh, should be... yeah. Should be on the ID- the ID card. There should be like a... again, their phone number and a website, uh, to locate participating providers. Okay. All right. Anything else? Nope, that'll be all. Thank you. Have a nice day. You're welcome. Thanks for calling. Bye now.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits Debit Card, this is Chris. How can I help you today?

Speaker speaker\_2: Hi. I was just calling to see what places take my insurance.

Speaker speaker\_1: Okay. Um-

Speaker speaker\_2: Because ■ Are you looking for- ... I looked on ■... on that list now.

Speaker speaker\_1: Are you looking for medical, dental, or vision providers?

Speaker speaker\_2: Medical.

Speaker speaker\_1: Um, okay. So while we cannot, um, look up that information ourselves 'cause we're just the enrollment admin, we don't have that list of information available to us. Um, I do know there's a website that you can go to that would allow- that would help you locate those providers yourself. Um, that website would be multiplan.com.

Speaker speaker\_2: Okay, so it's on the- my insurance card?

Speaker speaker\_1: Yeah. Should, uh, should be... yeah. Should be on the ID- the ID card. There should be like a... again, their phone number and a website, uh, to locate participating

providers.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Anything else?

Speaker speaker\_2: Nope, that'll be all. Thank you. Have a nice day.

Speaker speaker\_1: You're welcome. Thanks for calling. Bye now.