

## **Transcript: Francesca**

**Baez-4956357826101248-5763111665188864**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?  
Hi. My name is . I'm trying to get, um, a cardiologist and also a primary care within, um, the BIC network. So if you could help me? Sure thing, ma'am. I do have to let you know there is no such thing as a BIC network. BIC is Benefits in a Card. That's the acronym for us- ... We're the account administrator. So you have to speak with MultiPlan Network. They are the company that have that list. I can give you that number before I transfer you if you like. Yeah, give me their number. It's 800- Okay. Thank you. ... 457- Mm-hmm. ... 1403. 800-457-1403. Yes, ma'am. Okay. Are you ready for me to transfer you? Yes. Yes. One moment. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hi. My name is . I'm trying to get, um, a cardiologist and also a primary care within, um, the BIC network. So if you could help me?

Speaker speaker\_0: Sure thing, ma'am. I do have to let you know there is no such thing as a BIC network. BIC is Benefits in a Card. That's the acronym for us- ... We're the account administrator. So you have to speak with MultiPlan Network. They are the company that have that list. I can give you that number before I transfer you if you like.

Speaker speaker\_1: Yeah, give me their number.

Speaker speaker\_0: It's 800-

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: ... 457-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 1403.

Speaker speaker\_1: 800-457-1403.

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Are you ready for me to transfer you?

Speaker speaker\_1: Yes. Yes.

Speaker speaker\_0: One moment.

Speaker speaker\_1: Thank you.