

## **Transcript: Justin**

**Mills-6199825573527552-5586465563787264**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Uh, yes. Um, I just received my, um, benefit card and I... Can I use this anywhere, at any hospital or doctor office? Uh- Do I have to register? ... now, I do know you have to stay in network for the insurance carrier to pay. However, I have a telephone number to provide you if you... When you do call them, if you provide them with your ZIP code, they can give you a list of providers that will accept the insurance. Okay. Okay, and just let me know whenever you're ready. I'm ready. Okay, so that company- I'm ready. ... is called... So the company is called MultiPlan, and their telephone number is 800-457-1403. ... 1403. All right. Thank you. Do I have to... Do I have to, uh, register my card? Uh, no ma'am. If you already have the card, you should already become ac- already be active in the coverage. I mean, I can pull your file for you to confirm if you are active. I would like that. Thank you. No worries. What's that staffing agency you work for? Innovate Staff Solutions. And the last... And the last four of your ZIP code? Okay. 3223. And what was your first and last name? Marian Pitts. And for security purposes, can you verify your home address, including city, state and ZIP code, Marian? 1223 South 23rd Street, Mount Vernon, Illinois, 62864. And confirm your date of birth. 02/08/1983. And a good telephone number you have is 708-495-7105. Yes, sir. And the email I have is marianpitts29@gmail.com. Yes, sir. Okay, so checking the calendar, you are currently active in the coverage for this week. Okay. Okay, thank you. You're welcome. You have a great weekend, okay? You too. Thanks. All right. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Uh, yes. Um, I just received my, um, benefit card and I... Can I use this anywhere, at any hospital or doctor office?

Speaker speaker\_0: Uh-

Speaker speaker\_1: Do I have to register?

Speaker speaker\_0: ... now, I do know you have to stay in network for the insurance carrier to pay. However, I have a telephone number to provide you if you... When you do call them, if you provide them with your ZIP code, they can give you a list of providers that will accept the insurance.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay, and just let me know whenever you're ready.

Speaker speaker\_1: I'm ready.

Speaker speaker\_0: Okay, so that company-

Speaker speaker\_1: I'm ready.

Speaker speaker\_0: ... is called... So the company is called MultiPlan, and their telephone number is 800-457-1403.

Speaker speaker\_1: ... 1403. All right. Thank you. Do I have to... Do I have to, uh, register my card?

Speaker speaker\_0: Uh, no ma'am. If you already have the card, you should already become active- already be active in the coverage. I mean, I can pull your file for you to confirm if you are active.

Speaker speaker\_1: I would like that. Thank you.

Speaker speaker\_0: No worries. What's that staffing agency you work for?

Speaker speaker\_1: Innovate Staff Solutions.

Speaker speaker\_0: And the last... And the last four of your ZIP code?

Speaker speaker\_1: Okay. 3223.

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

Speaker speaker\_1: Marian Pitts.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and ZIP code, Marian?

Speaker speaker\_1: 1223 South 23rd Street, Mount Vernon, Illinois, 62864.

Speaker speaker\_0: And confirm your date of birth.

Speaker speaker\_1: 02/08/1983.

Speaker speaker\_0: And a good telephone number you have is 708-495-7105.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email I have is marianpitts29@gmail.com.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay, so checking the calendar, you are currently active in the coverage for this week.

Speaker speaker\_1: Okay. Okay, thank you.

Speaker speaker\_0: You're welcome. You have a great weekend, okay?

Speaker speaker\_1: You too. Thanks.

Speaker speaker\_0: All right. Bye-bye.