

## Transcript: Pamela

**Blanc-5775158203432960-4798714853769216**

### Full Transcript

Thank you for calling Benefits and Health Plan. This is Pamela speaking, how may I help you? Yes, um, hi. So, I'm, I'm trying to help my, my brother out with his daughter. He has this insurance at his job and he needs to take his daughter to t- to the dentist. And we tryna figure that, figure out which, uh, dentists, uh, accept this card. Okay. On the card that he received there should be a phone number there for Carrington, that's where you'll find the providers in your area. Wait, one second, let me see, 'cause he sent me a pic of the card. You say for Carrington? Yes. If you would like I could transfer you there. Okay. Okay, I see Carrington. Oh, yeah, can you... Wait, let me... 'Cause he's older, I just wanna make sure I have everything wrote down. Okay, you can give me the number and transfer me. Sure. It's 800-290- Uh, 800- 290- Uh-huh. 905- 296. 523. Uh-huh. 0523. Okay, you can transfer. Sure, 2020.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and Health Plan. This is Pamela speaking, how may I help you?

Speaker speaker\_1: Yes, um, hi. So, I'm, I'm trying to help my, my brother out with his daughter. He has this insurance at his job and he needs to take his daughter to t- to the dentist. And we tryna figure that, figure out which, uh, dentists, uh, accept this card.

Speaker speaker\_0: Okay. On the card that he received there should be a phone number there for Carrington, that's where you'll find the providers in your area.

Speaker speaker\_1: Wait, one second, let me see, 'cause he sent me a pic of the card. You say for Carrington?

Speaker speaker\_0: Yes. If you would like I could transfer you there.

Speaker speaker\_1: Okay. Okay, I see Carrington. Oh, yeah, can you... Wait, let me... 'Cause he's older, I just wanna make sure I have everything wrote down. Okay, you can give me the number and transfer me.

Speaker speaker\_0: Sure. It's 800- 290-

Speaker speaker\_1: Uh, 800-

Speaker speaker\_0: 290-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: 905-

Speaker speaker\_1: 296.

Speaker speaker\_0: 523.

Speaker speaker\_1: Uh-huh. 0523. Okay, you can transfer.

Speaker speaker\_0: Sure, 2020.