

Transcript: Pearl

Rojas-5581512366407680-6040583401947136

Full Transcript

Thank you for calling Benefits in a Card. My name is Pearl, who knows what you're speaking with? Harold Reed. How can I assist you? Yes. I'm trying to see what... Uh... Eye care... What eye doctors I can go see that's in the network in my area. Okay. Do you have your medical card? Your, uh, vision card, I'm sorry? Yes. The MetLife? Yes. On that card there's a number that says Find a Provider and you'll be able to call that number and they'll tell you a list of doctors in your area. You said the number is fi- is... You said it says Find a Provider? Yes. It should say Find a Provider or Locate a Provider, something along those lines on your card. All right, I'll find it. Thank you so much for calling. You have a great day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Pearl, who knows what you're speaking with?

Speaker speaker_1: Harold Reed.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Yes. I'm trying to see what... Uh... Eye care... What eye doctors I can go see that's in the network in my area.

Speaker speaker_0: Okay. Do you have your medical card? Your, uh, vision card, I'm sorry?

Speaker speaker_1: Yes. The MetLife?

Speaker speaker_0: Yes. On that card there's a number that says Find a Provider and you'll be able to call that number and they'll tell you a list of doctors in your area.

Speaker speaker_1: You said the number is fi- is... You said it says Find a Provider?

Speaker speaker_0: Yes. It should say Find a Provider or Locate a Provider, something along those lines on your card.

Speaker speaker_1: All right, I'll find it.

Speaker speaker_0: Thank you so much for calling. You have a great day.