

Transcript: Sara

Marulanda-4963212970868736-5937836512690176

Full Transcript

Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Yeah, my name is Cory Mishad. Hello, sir. How may I help you? Yeah. I'm calling from Integrity Trade Services. We use you guys, um, and one of my employees, uh, is looking for a list of local providers. He's having a hard time finding a doctor that accepts y'all's insurance. Um, would you be able to help me with that? Sure. Um, do you know what plan he's enrolled at? Uh... oh, gosh. Um, I'm not sure which one exactly it is, but I, I know it's through Benefits in a Card, I think. Give me a second. Uh... Hmm... Oh, has he received the ID cards already? Yeah. He has the ID cards, yes. Okay. On each ID card, there is a phone number where he can call to locate participant providers near his area. Oh, okay. Okay. Let me, um- Yes, 'cause they're different for vision and for dental and for medical or preventive care. They're different. So, uh, that's why each ID card has their own phone number. Okay. You got it. Awesome. Well, I really appreciate that. Let me see if I can figure that out. Thank you. Uh, sure. You're more than welcome. If you have any other question, feel free to give us a call back. Okay? I sure will. Thanks. All righty. You're welcome. Have a great day. You too. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Yeah, my name is Cory Mishad. Hello, sir. How may I help you? Yeah. I'm calling from Integrity Trade Services. We use you guys, um, and one of my employees, uh, is looking for a list of local providers. He's having a hard time finding a doctor that accepts y'all's insurance. Um, would you be able to help me with that? Sure. Um, do you know what plan he's enrolled at? Uh... oh, gosh. Um, I'm not sure which one exactly it is, but I, I know it's through Benefits in a Card, I think. Give me a second. Uh... Hmm... Oh, has he received the ID cards already? Yeah. He has the ID cards, yes. Okay. On each ID card, there is a phone number where he can call to locate participant providers near his area. Oh, okay. Okay. Let me, um- Yes, 'cause they're different for vision and for dental and for medical or preventive care. They're different. So, uh, that's why each ID card has their own phone number. Okay. You got it. Awesome. Well, I really appreciate that. Let me see if I can figure that out. Thank you. Uh, sure. You're more than welcome. If you have any other question, feel free to give us a call back. Okay? I sure will. Thanks. All righty. You're welcome. Have a great day. You too. Bye-bye.