

## **Transcript: VICTORIA**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is how can I help you? Um, I'm going to assume I'm not calling correct number. Um, I was calling to find out about, um, finding a mental health clinic for... that's- that you all can, um, help me with. Okay. Um, are you enrolled into Benefits through your employer? Through the employer? No. Through the state? Yes. Okay. Then I- I believe you might have the wrong number. Uh, Benefits and a Card, we just administer medical insurance for staffing agencies. Okay. Not for the state? No. Okay. Okay. Thank you. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and a Card, this is how can I help you?

Speaker speaker\_2: Um, I'm going to assume I'm not calling correct number. Um, I was calling to find out about, um, finding a mental health clinic for... that's- that you all can, um, help me with.

Speaker speaker\_1: Okay. Um, are you enrolled into Benefits through your employer?

Speaker speaker\_2: Through the employer? No. Through the state? Yes.

Speaker speaker\_1: Okay. Then I- I believe you might have the wrong number. Uh, Benefits and a Card, we just administer medical insurance for staffing agencies.

Speaker speaker\_2: Okay. Not for the state?

Speaker speaker\_1: No.

Speaker speaker\_2: Okay. Okay. Thank you.

Speaker speaker\_1: Thank you.