

## **Transcript: VICTORIA**

**Taylor-5046405913427968-4928853872787456**

### **Full Transcript**

Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Yes, Victoria. My name is Adrian and I had placed, um... I had booked a consultation... Um, can you hear me? Yes, I can hear you. Yeah, okay. I had, um, booked a consultation, um, for, um, this evening. Um, is there any way that I can cancel that? Because actually I wanted to actually go into our urgent care, so I got that information. So can I cancel this consultation? Okay, so you've actually reached the, uh... We're just your administrators. Did you do it the... Are you enrolled into, like, a virtual urgent care benefit? Um, whatever was online. Okay, let me check. I called the number that was 60... Yeah. Okay. And then I guess- Let me try to look at your file. Okay. What's the name of the agency you work for? Um, Oxford? And the last four of your Social? 7287. And your first and last name? Uh, first name is Adrian, last name is White. All right. Do you mind verifying your address and date of birth? Um, 10/30/70. Um, address is 724, um, Brownbreaches Av., North Las Vegas, Nevada 89081. Phone number 310-529-6948? That's correct. And then email is james, uh, P-O-O-M-A-N @aol.com? That's correct. Okay. Give me one second. Okay. Was it, um, an appointment you scheduled with virtualcare.benefitsandacard.com? It most likely was. Yeah, I believe that that was it and actually I was trying to actually look for urgent care, so, um, so yeah, so that one I need to cancel, if possible. Okay. Uh- So we are just, this side, this is the customer service side for administration, so I'm gonna have to transfer you over to the virtual services and they can help you- Okay, that's fine. ... cancel that. Uh- Okay. ... give me just a few seconds while I get ready to transfer you over. Okay. Would that be the 1403 number? Would that be it? Uh, give me one second, that's what I'm looking up. I don't- Okay. MultiPlan? 'Cause I have spoke with them earlier also. No, MultiPlan is the name of the network. That's not the 1403- Is the name of the network. Okay. All right. Gotcha. Okay. Give me just a few seconds and I'm gonna transfer you over to them. Okay, perfect.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker\_1: Yes, Victoria. My name is Adrian and I had placed, um... I had booked a consultation... Um, can you hear me?

Speaker speaker\_0: Yes, I can hear you.

Speaker speaker\_1: Yeah, okay. I had, um, booked a consultation, um, for, um, this evening. Um, is there any way that I can cancel that? Because actually I wanted to actually go into our urgent care, so I got that information. So can I cancel this consultation?

Speaker speaker\_0: Okay, so y- you've actually reached the, uh... We're just your administrators. Did you do it the... Are you enrolled into, like, a virtual urgent care benefit?

Speaker speaker\_1: Um, whatever was online.

Speaker speaker\_0: Okay, let me check.

Speaker speaker\_1: I called the number that was 60... Yeah. Okay. And then I guess-

Speaker speaker\_0: Let me try to look at your file.

Speaker speaker\_1: Okay.

Speaker speaker\_0: What's the name of the agency you work for?

Speaker speaker\_1: Um, Oxford?

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 7287.

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

Speaker speaker\_1: Uh, first name is Adrian, last name is White.

Speaker speaker\_0: All right. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Um, 10/30/70. Um, address is 724, um, Brownbreaches Av., North Las Vegas, Nevada 89081.

Speaker speaker\_0: Phone number 310-529-6948?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: And then email is james, uh, P-O-O-M-A-N @aol.com?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: Okay. Give me one second.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Was it, um, an appointment you scel- scheduled with virtualcare.benefitsandacard.com?

Speaker speaker\_1: It most likely was. Yeah, I believe that that was it and actually I was trying to actually look for urgent care, so, um, so yeah, so that one I need to cancel, if possible.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Uh-

Speaker speaker\_0: So we are just, this side, this is the customer service side for administration, so I'm gonna have to transfer you over to the virtual services and they can help you-

Speaker speaker\_1: Okay, that's fine.

Speaker speaker\_0: ... cancel that. Uh-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... give me just a few seconds while I get ready to transfer you over.

Speaker speaker\_1: Okay. Would that be the 1403 number? Would that be it?

Speaker speaker\_0: Uh, give me one second, that's what I'm looking up. I don't-

Speaker speaker\_1: Okay. MultiPlan? 'Cause I have spoke with them earlier also.

Speaker speaker\_0: No, MultiPlan is the name of the network. That's not the 1403-

Speaker speaker\_1: Is the name of the network. Okay. All right. Gotcha.

Speaker speaker\_0: Okay. Give me just a few seconds and I'm gonna transfer you over to them.

Speaker speaker\_1: Okay, perfect.