

Transcript: VICTORIA

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Full Transcript

Buddy, come in there. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, Victoria. Um, this is David. I'm through Wagner. Um, I'm through... I got insurance through y'all through the service. I am trying to get y'all to send me some hand specialists onto the... to my email so I can, um, find one in my, um... through the insurance. Because I'm might... I'm having problems calling people and they don't take this insurance. I don't know what else to do. I need to see a hand specialist. So here at Benefits In a Card, we're just your benefits administrators. We wouldn't have access to the providers and network. There's either a phone number that you can call or a website that you can go on to to find the providers. So we wouldn't have that information. Oh, so it's because... I know last time I called y'all sent me a email with a bunch of doctors names and numbers and my, um... which the ones y'all provide, I mean, for the card provides. Okay. I think you may have spoken to someone else, because we don't have access to the providers and network to where we can send that to you. Because the place... I just called a minute ago, she sent me to, it's really not helping me at all. I'm... I stayed on the phone at least 20, 30 minutes and it's just going back and forth, um, voicemails, uh, I mean operators. You know what I'm saying? Like, they tell you, ask you this question, this question. I just need to get it sent to email so I can call ??? because made it hard. I mean, I understand and I, I understand what you need and the frustration behind that, but we don't have access to that. So if you're looking for a provider, there's either a website that you can go on to like just say if you're looking for medical, you can go on to multiplan.com to find a provider on that website or there's a phone number which is the 800-457-1403 that you would have to call and they can provide you with that information. All right, cool. Thank you. You're welcome. Bye bye.

Conversation Format

Speaker speaker_0: Buddy, come in there.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_0: Hey, Victoria. Um, this is David. I'm through Wagner. Um, I'm through... I got insurance through y'all through the service. I am trying to get y'all to send me some hand specialists onto the... to my email so I can, um, find one in my, um... through the insurance. Because I'm might... I'm having problems calling people and they don't take this insurance. I don't know what else to do. I need to see a hand specialist.

Speaker speaker_1: So here at Benefits In a Card, we're just your benefits administrators. We wouldn't have access to the providers and network. There's either a phone number that you can call or a website that you can go on to to find the providers. So we wouldn't have that information.

Speaker speaker_0: Oh, so it's because... I know last time I called y'all sent me a email with a bunch of doctors names and numbers and my, um... which the ones y'all provide, I mean, for the card provides.

Speaker speaker_1: Okay. I think you may have spoken to someone else, because we don't have access to the providers and network to where we can send that to you.

Speaker speaker_0: Because the place... I just called a minute ago, she sent me to, it's really not helping me at all. I'm... I stayed on the phone at least 20, 30 minutes and it's just going back and forth, um, voicemails, uh, I mean operators. You know what I'm saying? Like, they tell you, ask you this question, this question. I just need to get it sent to email so I can call ??? because made it hard.

Speaker speaker_1: I mean, I understand and I, I understand what you need and the frustration behind that, but we don't have access to that. So if you're looking for a provider, there's either a website that you can go on to like just say if you're looking for medical, you can go on to multiplan.com to find a provider on that website or there's a phone number which is the 800-457-1403 that you would have to call and they can provide you with that information.

Speaker speaker_0: All right, cool. Thank you.

Speaker speaker_1: You're welcome. Bye bye.