

## **Transcript: VICTORIA**

**Taylor-5450739412844544-5433559812096000**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is ... .. Faith Forian, how can I help you? Um, yes. I was calling in reference to a Minimum Value Plan, MVP scheduled benefit. I was looking to enroll. Okay. Uh, what's the name of the agency you work for? Um. Go ahead. Partner's HealthCare. And the last four of your Social? 4581. And your first and last name? Mohammad Shahid. Have you received your first paycheck with them yet? Uh, no, I haven't yet, not yet. Um, uh, my first day with them is on, on Monday. Okay. Um- So I won't be able to take care of that for one week. Gotcha. And you said it's the Minimum Value Plan that you're interested in? Um, yes, ma'am. PPO Network Multi-Plan. Okay. So it looks like you would actually need to call a different number. Um, you would need to reach out to PartnersCare call center for that specific plan. Oh, okay. Yeah. That's the number they... This is the number. It says, it says, "Please contact PartnersCare call center." This is the number that I dialed. This is the number that I dialed. That's what you just said. You just said, "Contact them," right? ... The number they have. Yeah, their phone number is... They have a different phone number than us. It's 805-323-3700. Uh, hold on. I think that's the number I just... That's the number I just called. This is not, this is not their number? I just dialed their number. Is this not the number? Yeah. No. No. This is Benefits on a Card. We administer the other medical plans being offered. Our phone number is 800-497-4856. Oh. Okay. All right. Okay. Thank you. Yes, sir. Um, I'm not sure if they're closed and maybe if that's why you got routed over to us. Um, I'm not aware of that, but let me see. Let me actually double-check something real quick. All right. All right. When you call that number, does it take you through like a prompt system? No, they only asked me for English or Spanish. And I pressed English, I pressed the one for English, so... And it took me straight to you guys. And you dialed 805-32-3700? Yep. That's the number I dialed. Hmm. Okay. Um, I'm not sure. No one here is aware of them being transferred over to us. Um, so I would just try to call that number again, but like I said, we administer the other plans that PartnersCare offers. We just don't, um, handle the MVP plan specifically. Okay. All right. Thank you. You're welcome. Bye-bye. Yeah.

### **Conversation Format**

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

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

Speaker speaker\_2: Um, yes. I was calling in reference to a Minimum Value Plan, MVP scheduled benefit. I was looking to enroll.

Speaker speaker\_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker\_2: Um.

Speaker speaker\_1: Go ahead.

Speaker speaker\_2: Partner's HealthCare.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 4581.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Mohammad Shahid.

Speaker speaker\_1: Have you received your first paycheck with them yet?

Speaker speaker\_2: Uh, no, I haven't yet, not yet. Um, uh, my first day with them is on, on Monday.

Speaker speaker\_1: Okay. Um-

Speaker speaker\_2: So I won't be able to take care of that for one week.

Speaker speaker\_1: Gotcha. And you said it's the Minimum Value Plan that you're interested in?

Speaker speaker\_2: Um, yes, ma'am. PPO Network Multi-Plan.

Speaker speaker\_1: Okay. So it looks like you would actually need to call a different number. Um, you would need to reach out to PartnersCare call center for that specific plan.

Speaker speaker\_2: Oh, okay. Yeah. That's the number they... This is the number. It says, it says, "Please contact PartnersCare call center." This is the number that I dialed. This is the number that I dialed. That's what you just said. You just said, "Contact them," right? ... The number they have.

Speaker speaker\_1: Yeah, their phone number is... They have a different phone number than us. It's 805-323-3700.

Speaker speaker\_2: Uh, hold on. I think that's the number I just... That's the number I just called. This is not, this is not their number? I just dialed their number. Is this not the number?

Speaker speaker\_1: Yeah. No. No. This is Benefits on a Card. We administer the other medical plans being offered. Our phone number is 800-497-4856.

Speaker speaker\_2: Oh. Okay. All right. Okay. Thank you.

Speaker speaker\_1: Yes, sir. Um, I'm not sure if they're closed and maybe if that's why you got routed over to us. Um, I'm not aware of that, but let me see. Let me actually double-check

something real quick.

Speaker speaker\_2: All right. All right.

Speaker speaker\_1: When you call that number, does it take you through like a prompt system?

Speaker speaker\_2: No, they only asked me for English or Spanish. And I pressed English, I pressed the one for English, so... And it took me straight to you guys.

Speaker speaker\_1: And you dialed 805-32-3700?

Speaker speaker\_2: Yep. That's the number I dialed.

Speaker speaker\_1: Hmm. Okay. Um, I'm not sure. No one here is aware of them being transferred over to us. Um, so I would just try to call that number again, but like I said, we administer the other plans that PartnersCare offers. We just don't, um, handle the MVP plan specifically.

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

Speaker speaker\_1: You're welcome. Bye-bye.

Speaker speaker\_2: Yeah.