

Transcript: VICTORIA

Taylor-6364870996443136-5193155608100864

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, I'm just trying to, um, see who accepts my Carrington dental. I'm sorry, what was that? Just trying to see who accepts my Carrington gen- dental for, uh, my job. Okay, so- I called like 20 people and everybody says, "No, no, no." So I don't... I don't know. Okay. So here at Benefits on a Card, we're just your benefits administrators. You would actually need to call Carrington and they can help you find a provider. Yes *f1* and *f2*. Huh? Can you say that again? Yeah. So here at Benefits on a Card, we are your benefits administrators, so we don't have access to the providers that accept the coverage. You would actually need to call Carrington and they can help you find a provider in network. Okay. Well, I just got off the phone with MAU and they told me to call y'all. So you- so you're telling me there's no possible way that you could see me, noth- noth- nothing that accepts it 'cause they told me that y'all are the one to do it. Now- No, ma'am. So again, this is Benefits on a Card. We're your benefits administrators. We can make changes to your enrollment, we can answer general questions about the plans, and we can accept payments if you miss a payroll deduction. But we don't have access to providers that are in network. Now, Carrington is actually the network for your dental, so you would need to reach out to them and they can help you find a provider in network.

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 Victoria. How can I help you?

Speaker speaker_2: Hey, I'm just trying to, um, see who accepts my Carrington dental.

Speaker speaker_1: I'm sorry, what was that?

Speaker speaker_2: Just trying to see who accepts my Carrington gen- dental for, uh, my job.

Speaker speaker_1: Okay, so-

Speaker speaker_2: I called like 20 people and everybody says, "No, no, no." So I don't... I don't know.

Speaker speaker_1: Okay. So here at Benefits on a Card, we're just your benefits administrators. You would actually need to call Carrington and they can help you find a

provider.

Speaker speaker_2: Yes *f1* and *f2*. Huh? Can you say that again?

Speaker speaker_1: Yeah. So here at Benefits on a Card, we are your benefits administrators, so we don't have access to the providers that accept the coverage. You would actually need to call Carrington and they can help you find a provider in network.

Speaker speaker_2: Okay. Well, I just got off the phone with MAU and they told me to call y'all. So you- so you're telling me there's no possible way that you could see me, noth- nothing that accepts it 'cause they told me that y'all are the one to do it. Now-

Speaker speaker_1: No, ma'am. So again, this is Benefits on a Card. We're your benefits administrators. We can make changes to your enrollment, we can answer general questions about the plans, and we can accept payments if you miss a payroll deduction. But we don't have access to providers that are in network. Now, Carrington is actually the network for your dental, so you would need to reach out to them and they can help you find a provider in network.