

## **Transcript: VICTORIA**

**Taylor-6369728142295040-4663062757687296**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello, this is Allen. Hi. I want to know if there's, um, any doctor near me that I can use the card for? For urgent care? Okay. So for that, um, are you look-- you, you said urgent care? Yeah, I just wanted to get, um, ... gone with. Okay. So we're just your benefits administrators. We don't have access to who's in network or not, but I can give you a website or a phone number to go on to. Okay. Um, let's see. Give me one second. So the website is multiplan.com. Okay. And then if you want to call the phone number would be 800-457-1403. Okay. Yep. Did you need help with anything else? No, that's it. Okay. Have a good day. You too. Thank you. Bye-bye. Bye-bye. Can I help?

### **Conversation Format**

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

Speaker speaker\_1: Hello, this is Allen.

Speaker speaker\_0: Hi.

Speaker speaker\_1: I want to know if there's, um, any doctor near me that I can use the card for? For urgent care?

Speaker speaker\_0: Okay. So for that, um, are you look-- you, you said urgent care?

Speaker speaker\_1: Yeah, I just wanted to get, um, ... gone with.

Speaker speaker\_0: Okay. So we're just your benefits administrators. We don't have access to who's in network or not, but I can give you a website or a phone number to go on to.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, let's see. Give me one second. So the website is multiplan.com.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then if you want to call the phone number would be 800-457-1403.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Yep. Did you need help with anything else?

Speaker speaker\_1: No, that's it.

Speaker speaker\_0: Okay. Have a good day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you. Bye-bye.

Speaker speaker\_1: Bye-bye.

Speaker speaker\_2: Can I help?