

## Transcript: Chris Sofield

(deactivated)-6398568780316672-4697074938986496

### Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Oh, good afternoon, sir. How are you doing? I'm doing all right, and yourself? I'm good, thank you. Um, I just called in because, uh, I received my ID card, but, uh, I'm trying to find provider in my area who I can do, I can do a checkup. But I can't fi- I can't find any, any, any provider or... Anytime I call on this number or different number, they say something different. So let me call, um, exactly the main, the main office to help me. Okay. The, I, I would not be able to help you because we do not have network information here. If the phone numbers, for some reason, are not as- are not helping you, if you're unable to, um... if you're unable to get any assistance, like, uh, through them, the only other option that, that I can give you is to utilize the websites that are also located on your ID cards to locate providers. Oh, okay. Oh, okay. Oh, I got you. About, uh, about, uh, the 90 degrees? Yes. So you would go to MultiPlan.com. Okay, MultiPlan.com. Got you. Thank you so much, sir. You're welcome. Thanks for calling and have a good day. You too. Bye-bye. Bye now. So, hello? Uh, yes, sir. Okay. So about, uh, okay, you say I have to go to the website. But, uh, for the benefit, uh, uh, if it's covered, you have no idea about the, uh, it's covering 100% or 80%. The... So, for the 90 degree benefits coverages? Mm-hmm. Yes. Um, for the preventative care services, if you, if you're following the network, it's 100% coverage. Yeah, because I got a, uh, oh, okay, I got you. I got a V- V- I- V- H- P... Okay, okay. All right. So I, I, I'll find out. All right. Thanks for calling and have a good day, sir. You too. Bye-bye. By-

### Conversation Format

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

Speaker speaker\_1: Oh, good afternoon, sir. How are you doing?

Speaker speaker\_0: I'm doing all right, and yourself?

Speaker speaker\_1: I'm good, thank you. Um, I just called in because, uh, I received my ID card, but, uh, I'm trying to find provider in my area who I can do, I can do a checkup. But I can't fi- I can't find any, any, any provider or... Anytime I call on this number or different number, they say something different. So let me call, um, exactly the main, the main office to help me.

Speaker speaker\_0: Okay. The, I, I would not be able to help you because we do not have network information here. If the phone numbers, for some reason, are not as- are not helping

you, if you're unable to, um... if you're unable to get any assistance, like, uh, through them, the only other option that, that I can give you is to utilize the websites that are also located on your ID cards to locate providers.

Speaker speaker\_1: Oh, okay. Oh, okay. Oh, I got you. About, uh, about, uh, the 90 degrees?

Speaker speaker\_0: Yes. So you would go to MultiPlan.com.

Speaker speaker\_1: Okay, MultiPlan.com. Got you. Thank you so much, sir.

Speaker speaker\_0: You're welcome. Thanks for calling and have a good day.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: Bye now.

Speaker speaker\_1: So, hello?

Speaker speaker\_0: Uh, yes, sir.

Speaker speaker\_1: Okay. So about, uh, okay, you say I have to go to the website. But, uh, for the benefit, uh, uh, if it's covered, you have no idea about the, uh, it's covering 100% or 80%.

Speaker speaker\_0: The... So, for the 90 degree benefits coverages?

Speaker speaker\_1: Mm-hmm. Yes.

Speaker speaker\_0: Um, for the preventative care services, if you, if you're following the network, it's 100% coverage.

Speaker speaker\_1: Yeah, because I got a, uh, oh, okay, I got you. I got a V- V- I- V- H- P... Okay, okay. All right. So I, I, I'll find out.

Speaker speaker\_0: All right. Thanks for calling and have a good day, sir.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: By-