

## **Transcript: Estefania**

**Acevedo-6461116591161344-5486999889035264**

### **Full Transcript**

Call has been forwarded- Your call may be monitored- ... to voicemail. ... or recorded for quality assurance purposes. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up. Hey, good afternoon. Call from Benefits in a Cart, Crown Services. Um, I was speaking to you regarding your virtual primary care. If you have any questions, I was gonna tell you that a good number to call is 469-301-1205. I called earlier, and I mistakenly gave you the wrong number. So, it's not gonna be that number. That ends in 4856 nor 8831. So it's gonna be 469-301-1205. Okay? That's gonna have to be the number that you call if you have questions regarding your virtual primary care. And then for your MEC Telara, I was actually gonna tell you that for that one, it includes virtual urgent care. So for your primary care, you would call the number that I just provided, which is the one that ends in 1205. If you have any questions, you're welcome to give us a call at 800-497-4856. Thank you.

### **Conversation Format**

Speaker speaker\_0: Call has been forwarded-

Speaker speaker\_1: Your call may be monitored-

Speaker speaker\_0: ... to voicemail.

Speaker speaker\_1: ... or recorded for quality assurance purposes.

Speaker speaker\_0: The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up.

Speaker speaker\_2: Hey, good afternoon. Call from Benefits in a Cart, Crown Services. Um, I was speaking to you regarding your virtual primary care. If you have any questions, I was gonna tell you that a good number to call is 469-301-1205. I called earlier, and I mistakenly gave you the wrong number. So, it's not gonna be that number. That ends in 4856 nor 8831. So it's gonna be 469-301-1205. Okay? That's gonna have to be the number that you call if you have questions regarding your virtual primary care. And then for your MEC Telara, I was actually gonna tell you that for that one, it includes virtual urgent care. So for your primary care, you would call the number that I just provided, which is the one that ends in 1205. If you have any questions, you're welcome to give us a call at 800-497-4856. Thank you.