

## **Transcript: Pamela**

**Blanc-4668335612149760-4938251321917440**

### **Full Transcript**

Thank you for calling my brother. This is Pamela speaking. How may I help you? Yes, um, I hurt my knee yesterday and it's swollen really, really bad, but I didn't know how the benefits work on this benefit card. Um, it says click here to, for virtual care, but I'm not sure if I'm doing it right. Okay. So you have your ID card with you? Yes, ma'am. Okay. So on the card, it's a phone number called MultiPlan. That's where you find the providers that are closer to you to be able to use the benefits. Okay. So, okay, I'll- I'm gonna call that number then. No prob. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling my brother. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Yes, um, I hurt my knee yesterday and it's swollen really, really bad, but I didn't know how the benefits work on this benefit card. Um, it says click here to, for virtual care, but I'm not sure if I'm doing it right.

Speaker speaker\_0: Okay. So you have your ID card with you?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So on the card, it's a phone number called MultiPlan. That's where you find the providers that are closer to you to be able to use the benefits.

Speaker speaker\_1: Okay. So, okay, I'll- I'm gonna call that number then.

Speaker speaker\_0: No prob. Thank you.