

## **Transcript: Pamela**

**Blanc-4817900958564352-5857855751241728**

### **Full Transcript**

Thank you for calling Benefits ... This is Sam speaking. How may I help you? Yeah, I need to see if... Um, this is Dave here and I'm through Wagner. I need to see if y'all can send me, um, information where I can see a hand specialist. Okay. So you trying to, um, find a provider? No, I'm trying to get... I'm sorry about that. I could bare- I can't hear you, sir. I'm sorry. I was trying to, like, y'all- No. It's okay. Um, can you hear me? Yes. I am trying to get, um... see about seeing a hand specialist, but the places I'm calling, they don't even know what the name is. They don't know the name. They don't... They do not see this insurance is what I'm trying to tell you. Okay, so I could provide you the number or transfer you to MultiPlan. That's where you'll find the providers in network and closer to you. Could you, could you, um, email me all the, um, places I can, um, provide this insurance? I- Because I don't have support. ... don't have that information. The phone number that I could provide you or transfer you, they will be able to provide you with that information, sir. Oh, no, y'all don't send anything. Y'all don't do a lot of that. Would you like me to transfer you? Yeah, because last time y'all sent me an email where all of the providers I can go see. We don't have that information, sir. It might... Maybe you got it from MultiPlan, the place I'm, um, transferring you to. Yeah, send something please. No problem. Just bear with me.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits ... This is Sam speaking. How may I help you?

Speaker speaker\_1: Yeah, I need to see if... Um, this is Dave here and I'm through Wagner. I need to see if y'all can send me, um, information where I can see a hand specialist.

Speaker speaker\_0: Okay. So you trying to, um, find a provider?

Speaker speaker\_1: No, I'm trying to get... I'm sorry about that.

Speaker speaker\_0: I could bare- I can't hear you, sir.

Speaker speaker\_1: I'm sorry. I was trying to, like, y'all-

Speaker speaker\_0: No. It's okay.

Speaker speaker\_1: Um, can you hear me?

Speaker speaker\_0: Yes.

Speaker speaker\_1: I am trying to get, um... see about seeing a hand specialist, but the places I'm calling, they don't even know what the name is. They don't know the name. They don't... They do not see this insurance is what I'm trying to tell you.

Speaker speaker\_0: Okay, so I could provide you the number or transfer you to MultiPlan. That's where you'll find the providers in network and closer to you.

Speaker speaker\_1: Could you, could you, um, email me all the, um, places I can, um, provide this insurance?

Speaker speaker\_0: I-

Speaker speaker\_1: Because I don't have support.

Speaker speaker\_0: ... don't have that information. The phone number that I could provide you or transfer you, they will be able to provide you with that information, sir.

Speaker speaker\_1: Oh, no, y'all don't send anything. Y'all don't do a lot of that.

Speaker speaker\_0: Would you like me to transfer you?

Speaker speaker\_1: Yeah, because last time y'all sent me an email where all of the providers I can go see.

Speaker speaker\_0: We don't have that information, sir. It might... Maybe you got it from MultiPlan, the place I'm, um, transferring you to.

Speaker speaker\_1: Yeah, send something please.

Speaker speaker\_0: No problem. Just bear with me.