

Transcript: Pamela

Blanc-5437723337211904-6279207288487936

Full Transcript

Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you? Hi, Pamela. Um, I have a question on how to... Um, I, I, I think, uh, there, there's some, like, uh, exams that are covered under the, the ACA services. Um, so I was curious as to, let's say, where I go to get a, um, mammogram, um, or a, uh, cervical cancer test, like a Pap smear, um, with my benefit. Okay. So on the ID card, you have a website and a telephone number. Uh-huh. Uh, it's called MultiPlan. That's where- Uh-huh. ... you'll find the providers in network, um, near you. If you would like- Okay. ... I can go ahead and transfer you there. Oh, sure. Thanks. Okay. Just bear with me. Okay. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi, Pamela. Um, I have a question on how to... Um, I, I, I think, uh, there, there's some, like, uh, exams that are covered under the, the ACA services. Um, so I was curious as to, let's say, where I go to get a, um, mammogram, um, or a, uh, cervical cancer test, like a Pap smear, um, with my benefit.

Speaker speaker_0: Okay. So on the ID card, you have a website and a telephone number.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Uh, it's called MultiPlan. That's where-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... you'll find the providers in network, um, near you. If you would like-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I can go ahead and transfer you there.

Speaker speaker_1: Oh, sure. Thanks.

Speaker speaker_0: Okay. Just bear with me.

Speaker speaker_1: Okay. Thank you.