

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi, I'm calling because I need, um, some information or a listing of providers that actually take, uh, my insurance. I'm calling for my husband and he's trying to find a provider for his insurance with you guys. And so we needed help with that. No problem. I do not have that information myself, but I could do transfer you to the actual, um, department that will assist you with that. You will be able to find the providers by, um, your zip code or your area, state, city. Just bear with me. Oh. Okay. So you saying the person that you transfer to, they'll be able to help me try to find a provider from in our area where we live or what's that you're saying? Yes. And they also have a website if you would like me to give you that number, that website. Yeah. Yeah. Hold on one second. Let me get a pen. Okay. Okay, what is the website? It's Multiplan. M-U-L-T-I-P-L-A-N.com. Multiplan.com? Yes, ma'am. Okay, I see it here on the back of the card. Okay, so that's where I go- Okay, do you need me- ... to find a list of providers? Yes. Okay. ... Okay. No complaints, that's adjustable, not a concept. Okay. Would you like me to transfer you? Okay, so I'm... No, I'm gonna go on here and we're gonna look first ourselves for this- Okay. ... right here and then we could call back, um, once we find one. Sure. Okay. Okay. Thank you. All right. Thank you for giving us a call. Have a great rest of the day.

Conversation Format

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

Speaker speaker_1: Hi, I'm calling because I need, um, some information or a listing of providers that actually take, uh, my insurance. I'm calling for my husband and he's trying to find a provider for his insurance with you guys. And so we needed help with that.

Speaker speaker_0: No problem. I do not have that information myself, but I could do transfer you to the actual, um, department that will assist you with that. You will be able to find the providers by, um, your zip code or your area, state, city. Just bear with me.

Speaker speaker_1: Oh. Okay. So you saying the person that you transfer to, they'll be able to help me try to find a provider from in our area where we live or what's that you're saying?

Speaker speaker_0: Yes. And they also have a website if you would like me to give you that number, that website.

Speaker speaker_1: Yeah. Yeah. Hold on one second. Let me get a pen. Okay. Okay, what is the website?

Speaker speaker_0: It's Multiplan. M-U-L-T-I-P-L-A-N.com.

Speaker speaker_1: Multiplan.com?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay, I see it here on the back of the card. Okay, so that's where I go-

Speaker speaker_0: Okay, do you need me-

Speaker speaker_1: ... to find a list of providers?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. ...

Speaker speaker_0: Okay.

Speaker speaker_1: No complaints, that's adjustable, not a concept. Okay.

Speaker speaker_0: Would you like me to transfer you?

Speaker speaker_1: Okay, so I'm... No, I'm gonna go on here and we're gonna look first ourselves for this-

Speaker speaker_0: Okay.

Speaker speaker_1: ... right here and then we could call back, um, once we find one.

Speaker speaker_0: Sure. Okay.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day.