

## **Transcript: Pamela**

**Blanc-6645689258295296-6170210071953408**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. This is Pamela speaking. How may I help you? Hi, my name's Tina Lamar. I just have a question. Um, my insurance, can I see my own... your regular doctor? Well, um, I could give you a telephone number or transfer you there to see if it's in-network, and it all depends on the plan that you have. If you have the- Okay. ... MVP plan which is a preventive care, you have to use a participating provider. Okay. Um, so the name of the website is multiplan.com. So, let me get pen and paper out. And I could transfer you to them if you would like. Yes, please. Sure. Bear with me.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefit Center Card. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hi, my name's Tina Lamar. I just have a question. Um, my insurance, can I see my own... your regular doctor?

Speaker speaker\_1: Well, um, I could give you a telephone number or transfer you there to see if it's in-network, and it all depends on the plan that you have. If you have the-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... MVP plan which is a preventive care, you have to use a participating provider.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, so the name of the website is multiplan.com.

Speaker speaker\_2: So, let me get pen and paper out.

Speaker speaker\_1: And I could transfer you to them if you would like.

Speaker speaker\_2: Yes, please.

Speaker speaker\_1: Sure. Bear with me.