

## Transcript: Pearl

**Rojas-5017488553721856-5219054053277696**

### Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hi, good afternoon. My name is Vanessa. I'm calling, um- Yes. ... to see, um, if you guys can help me find a, uh, general, like, practitioner. Okay. So have you received your benefit card? Uh, I'm on my hu- I'm new to my husband's policy, so I've recently enrolled. Okay. So you guys haven't received the card at all? We do have the card. Okay. On the card, there's actually a number that says Find a Provider and if you, um, call there or go to the website that's o- on the card as well, you'll be able to enter your information and they'll give you a list of providers in your area. Oh, okay. Is it where it says Provider Services? Um, no, it should actually say Find a Provider. Um, I actually don't see it on there. Okay. What card is it? It's the MetLife VSDSP Network. The vision card. Um, okay, that number I have whenever you're ready. Okay. Let me get a notepad. Okay. Actually, check, uh, take a look and see if that, where you were telling me the provider services, if it ends in 1883. 1883? Yes. Hmm, let me see. Is it the gas station right here? Oh, yes. 1883. Yeah, it is actually. Okay. So yes, it's that number. Is that the number? Okay, perfect. Thank you so much. I appreciate it. No problem. Thank you for calling. You have a good one. You too. Um, the Uber is really just, I'm gonna stop at the gate. Yeah. And stop twice. Do you see Publix on yours?

### Conversation Format

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_1: Hi, good afternoon. My name is Vanessa. I'm calling, um-

Speaker speaker\_0: Yes.

Speaker speaker\_1: ... to see, um, if you guys can help me find a, uh, general, like, practitioner.

Speaker speaker\_0: Okay. So have you received your benefit card?

Speaker speaker\_1: Uh, I'm on my hu- I'm new to my husband's policy, so I've recently enrolled.

Speaker speaker\_0: Okay. So you guys haven't received the card at all?

Speaker speaker\_1: We do have the card.

Speaker speaker\_0: Okay. On the card, there's actually a number that says Find a Provider and if you, um, call there or go to the website that's o- on the card as well, you'll be able to enter your information and they'll give you a list of providers in your area.

Speaker speaker\_1: Oh, okay. Is it where it says Provider Services?

Speaker speaker\_0: Um, no, it should actually say Find a Provider.

Speaker speaker\_1: Um, I actually don't see it on there.

Speaker speaker\_0: Okay. What card is it?

Speaker speaker\_1: It's the MetLife VSDSP Network.

Speaker speaker\_0: The vision card. Um, okay, that number I have whenever you're ready.

Speaker speaker\_1: Okay. Let me get a notepad.

Speaker speaker\_0: Okay. Actually, check, uh, take a look and see if that, where you were telling me the provider services, if it ends in 1883.

Speaker speaker\_1: 1883?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Hmm, let me see. Is it the gas station right here?

Speaker speaker\_2: Oh, yes.

Speaker speaker\_1: 1883. Yeah, it is actually.

Speaker speaker\_0: Okay. So yes, it's that number.

Speaker speaker\_1: Is that the number? Okay, perfect. Thank you so much. I appreciate it.

Speaker speaker\_0: No problem. Thank you for calling. You have a good one.

Speaker speaker\_1: You too.

Speaker speaker\_3: Um, the Uber is really just, I'm gonna stop at the gate.

Speaker speaker\_1: Yeah.

Speaker speaker\_3: And stop twice. Do you see Publix on yours?