

## Transcript: Pearl

**Rojas-6455974963757056-4731130911965184**

### Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? My name is Bailey Thallier. And how can I assist you? Um, so I called this morning and I was told to... 'Cause I finally got, um, my insurance cards and everything and was told to go to the, uh, website to find a provider. However, every time I try to search for a provider that is in my ZIP code, it comes up with an error. It won't let, like, it won't let me do any searches for any things in my area. So I'm calling to see if that's because there's no providers in my area or if it's just because my, you know, I just can't access it. Um, but I'm in need of trying to find a urgent care and a doctor that takes my insurance and it's not allowing me to do that on here. Okay. Do you know which plan you have? Um, I just got the insurance card. It looks... I don't know how to read it. It looks like I got the Multi Plan, the American Public Life Benefits in a Card. So, limited benefits. What plan exactly do you work for? It says Limited Benefits, my darling? Yeah. Okay. Let me get you over to, um... So there's a, there's a phone number on the card as well that says "Find a provider" for your Limited Benefit plan. Um, I can transfer you over or provide you the number or however you prefer. Um, if you could transfer me, that would be great. All righty. Bear with me one moment. Thank you.

### Conversation Format

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

Speaker speaker\_1: My name is Bailey Thallier.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Um, so I called this morning and I was told to... 'Cause I finally got, um, my insurance cards and everything and was told to go to the, uh, website to find a provider. However, every time I try to search for a provider that is in my ZIP code, it comes up with an error. It won't let, like, it won't let me do any searches for any things in my area. So I'm calling to see if that's because there's no providers in my area or if it's just because my, you know, I just can't access it. Um, but I'm in need of trying to find a urgent care and a doctor that takes my insurance and it's not allowing me to do that on here.

Speaker speaker\_0: Okay. Do you know which plan you have?

Speaker speaker\_1: Um, I just got the insurance card. It looks... I don't know how to read it. It looks like I got the Multi Plan, the American Public Life Benefits in a Card. So, limited benefits.

Speaker speaker\_0: What plan exactly do you work for? It says Limited Benefits, my darling?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Let me get you over to, um... So there's a, there's a phone number on the card as well that says "Find a provider" for your Limited Benefit plan. Um, I can transfer you over or provide you the number or however you prefer.

Speaker speaker\_1: Um, if you could transfer me, that would be great.

Speaker speaker\_0: All righty. Bear with me one moment.

Speaker speaker\_1: Thank you.