

## Transcript: VICTORIA

**Taylor-6278367950454784-5094383845425152**

### Full Transcript

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? How you doing, Victoria? Um, this is Gregory McMath. I'm trying to find a dentist to come get my teeth cleaned. You know, b- by an exam and special things of that nature. And this is... I'm, I'm new to the network, let me say that. And I just wanna know what the process is, what do I need to do? I just received my Benefits in a Card, card, so I'm trying to, you know, wanna know what are the next steps. So, um, yeah, here at Benefits in a Card, we're just your administers. Um, we don't- Mm-hmm. ... have access to the providers in network. Okay. So what you need to do... Um, I have a website that you can go onto or a phone number that you can call and they can help you find a provider. Okay, one second. Okay, I'm ready for that number and website. So the website is gonna be A as in apple- Mm-hmm. ... M as in Mary- Yeah. ... public.com. Okay, ampublic.com. Yeah. And then the phone number that you can call is 800- Mm-hmm. ... 290- Yeah. ... 0523. Okay, thank you so much. You're welcome. Did you need help with anything else? No, that's it for now. Thank you. You're welcome. Have a good day. Yeah.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Victoria. How can I help you?

Speaker speaker\_1: How you doing, Victoria? Um, this is Gregory McMath. I'm trying to find a dentist to come get my teeth cleaned. You know, b- by an exam and special things of that nature. And this is... I'm, I'm new to the network, let me say that. And I just wanna know what the process is, what do I need to do? I just received my Benefits in a Card, card, so I'm trying to, you know, wanna know what are the next steps.

Speaker speaker\_0: So, um, yeah, here at Benefits in a Card, we're just your administers. Um, we don't-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... have access to the providers in network.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So what you need to do... Um, I have a website that you can go onto or a phone number that you can call and they can help you find a provider.

Speaker speaker\_1: Okay, one second. Okay, I'm ready for that number and website.

Speaker speaker\_0: So the website is gonna be A as in apple-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... M as in Mary-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... public.com.

Speaker speaker\_1: Okay, ampublic.com.

Speaker speaker\_0: Yeah. And then the phone number that you can call is 800-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 290-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... 0523.

Speaker speaker\_1: Okay, thank you so much.

Speaker speaker\_0: You're welcome. Did you need help with anything else?

Speaker speaker\_1: No, that's it for now. Thank you.

Speaker speaker\_0: You're welcome. Have a good day.

Speaker speaker\_1: Yeah.