Transcript: VICTORIA Taylor-6483605425012736-6411040207716352

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, hi, I'm calling in regards to my benefits. I'm trying to schedule a dental appointment and I'm trying to find out what providers are in my network. Okay. So with us just being the benefits administers, we do not have access to that information. Um, but I can give you a website to go onto or I can give you a phone number to call, and they should be able to help you from there. Is the website ampublic.com? Yes. I was just in contact with them, and they are saying that they can't find me in their system. Okay. And just to make sure, you called the phone number 800-290-0523? Is that one time... Say that one more time? 800-290-0523. No, that is not the number I called. Can you tell me that one more time? I'm sorry. 800-290-0523. 0523. And I should be able to call them and they'll be able to tell me the providers in the network? Yes. Now, let me ask you this. Is your coverage active? Do you know that? Yes, that's what I was calling... I called you all before I called them to make sure that it was active, and I was told that it was active as of today. Okay. All righty. Um, yeah, and I know it might take some time for the systems for it to reflect that, but you should be able to call that phone number I gave you and they can help you find a provider. Okay. That sounds good. Thank you for your help. Yes, sir. You have a wonderful day. You too. Bye. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Yes, hi, I'm calling in regards to my benefits. I'm trying to schedule a dental appointment and I'm trying to find out what providers are in my network.

Speaker speaker_0: Okay. So with us just being the benefits administers, we do not have access to that information. Um, but I can give you a website to go onto or I can give you a phone number to call, and they should be able to help you from there.

Speaker speaker_1: Is the website ampublic.com?

Speaker speaker_0: Yes.

Speaker speaker_1: I was just in contact with them, and they are saying that they can't find me in their system.

Speaker speaker_0: Okay. And just to make sure, you called the phone number 800-290-0523?

Speaker speaker_1: Is that one time... Say that one more time?

Speaker speaker_0: 800-290-0523.

Speaker speaker_1: No, that is not the number I called. Can you tell me that one more time? I'm sorry.

Speaker speaker_0: 800-290-0523.

Speaker speaker_1: 0523. And I should be able to call them and they'll be able to tell me the providers in the network?

Speaker speaker_0: Yes. Now, let me ask you this. Is your coverage active? Do you know that?

Speaker speaker_1: Yes, that's what I was calling... I called you all before I called them to make sure that it was active, and I was told that it was active as of today.

Speaker speaker_0: Okay. All righty. Um, yeah, and I know it might take some time for the systems for it to reflect that, but you should be able to call that phone number I gave you and they can help you find a provider.

Speaker speaker_1: Okay. That sounds good. Thank you for your help.

Speaker speaker_0: Yes, sir. You have a wonderful day.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Thank you. Bye-bye.