

Transcript: VICTORIA

Taylor-6594440577335296-6384076031967232

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. This is Adrian. And I'm wondering if you guys can give me a location in Wahpeton, North Dakota or nearby, uh, what you guys have contracted with the insurance. Okay, I'm a little confused. Do you work through a staffing or a temp agency? Oh, no, uh, um, I'm in the, uh, under Dorothy. Okay, and are you calling for the medical insurance they offer? For the dental. Oh, okay. Mm-hmm. So are you already enrolled into dental? Yeah. I enrolled like not, not too long ago. And so now you're just trying to find a dental provider? Yeah, yeah. Okay. Do you know if your coverage is active or not? Um, I just got the card, yeah. Okay. So there should be a number on that card for you to call and they can help you find a provider. It would be the phone number, uh, for Carrington. Okay. Let me see if I can pull it up on my end. Give me one second. Okay, no worries. Okay, so actually you can go onto the website ampublic.com or you can call the number 800-290-0523. So is that a 800- 290- 290. 0523. Okay. And then I'll just call them and try to see, um, the provider they have here? Yes, they would be able to help you find a provider. Just to make sure you got that phone number correct, it's 800-290-0523. 0523, yep, correct. Okay. Did you need help with anything else? That'd be all then. Thank you so much. You're welcome. Have a good day. You too. 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: Hi, Victoria. This is Adrian. And I'm wondering if you guys can give me a location in Wahpeton, North Dakota or nearby, uh, what you guys have contracted with the insurance.

Speaker speaker_0: Okay, I'm a little confused. Do you work through a staffing or a temp agency?

Speaker speaker_1: Oh, no, uh, um, I'm in the, uh, under Dorothy.

Speaker speaker_0: Okay, and are you calling for the medical insurance they offer?

Speaker speaker_1: For the dental.

Speaker speaker_0: Oh, okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So are you already enrolled into dental?

Speaker speaker_1: Yeah. I enrolled like not, not too long ago.

Speaker speaker_0: And so now you're just trying to find a dental provider?

Speaker speaker_1: Yeah, yeah.

Speaker speaker_0: Okay. Do you know if your coverage is active or not?

Speaker speaker_1: Um, I just got the card, yeah.

Speaker speaker_0: Okay. So there should be a number on that card for you to call and they can help you find a provider. It would be the phone number, uh, for Carrington.

Speaker speaker_1: Okay.

Speaker speaker_0: Let me see if I can pull it up on my end. Give me one second.

Speaker speaker_1: Okay, no worries.

Speaker speaker_0: Okay, so actually you can go onto the website ampublic.com or you can call the number 800-290-0523.

Speaker speaker_1: So is that a 800- 290- 290.

Speaker speaker_0: 0523.

Speaker speaker_1: Okay. And then I'll just call them and try to see, um, the provider they have here?

Speaker speaker_0: Yes, they would be able to help you find a provider. Just to make sure you got that phone number correct, it's 800-290-0523.

Speaker speaker_1: 0523, yep, correct.

Speaker speaker_0: Okay. Did you need help with anything else?

Speaker speaker_1: That'd be all then. Thank you so much.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: You too. Bye-bye.