

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits and a Card. This is Chris. How can I help you today? Hi, Chris. Um, my name is Jasmine Robinson. I've been calling multiple times today. Um, I had a virtual urgent care with a physician earlier. Um, and I know that you guys don't have the information, but I keep getting connected with that department, and they don't answer. Um, so the representative has been calling themselves. But the doctor said, um, it was confirmed that you guys had called a script over at 11 o'clock to the pharmacy of my choice. The pharmacy said they didn't get a fax, they didn't get an email, a voicemail. They do not have this prescription. This is very frustrating. I need this medication. Does... So, I have to schedule another consultation with a doctor? Like, I don't understand what's going on here. Okay. Um, if there was any... If there was supposed to be any sort of prescription sent over to the pharmacy by the virtual care department, then I would need to get you back over to the virtual care department. That's the only thing I can do. Um- Okay. Can you call them and get somebody on the line? Because every time I get connected it just rings and rings and rings. They do not pick up. Yeah. Plea- uh, please hold. Let me set that up for you. Thank you. And real quick, before I do so, uh, what is your name? Mm-hmm. Jasmine Robinson. Okay. All right, please hold. Let me get that set up for you. Thank you. All right, Ms. Robinson? Yes. Hey. Thank you for holding. I appreciate your patience. I have Marcy here over at the virtual care team on the line. She'll be able to- All right. ... take it from here. Okay. Hello? All right. Hello, Ms. Jackson.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Chris. How can I help you today?

Speaker speaker_1: Hi, Chris. Um, my name is Jasmine Robinson. I've been calling multiple times today. Um, I had a virtual urgent care with a physician earlier. Um, and I know that you guys don't have the information, but I keep getting connected with that department, and they don't answer. Um, so the representative has been calling themselves. But the doctor said, um, it was confirmed that you guys had called a script over at 11 o'clock to the pharmacy of my choice. The pharmacy said they didn't get a fax, they didn't get an email, a voicemail. They do not have this prescription. This is very frustrating. I need this medication. Does... So, I have to schedule another consultation with a doctor? Like, I don't understand what's going on here.

Speaker speaker_2: Okay. Um, if there was any... If there was supposed to be any sort of prescription sent over to the pharmacy by the virtual care department, then I would need to get you back over to the virtual care department. That's the only thing I can do. Um-

Speaker speaker_1: Okay. Can you call them and get somebody on the line? Because every time I get connected it just rings and rings and rings. They do not pick up.

Speaker speaker_2: Yeah. Plea- uh, please hold. Let me set that up for you.

Speaker speaker_1: Thank you.

Speaker speaker_2: And real quick, before I do so, uh, what is your name?

Speaker speaker_1: Mm-hmm. Jasmine Robinson.

Speaker speaker_2: Okay. All right, please hold. Let me get that set up for you.

Speaker speaker_1: Thank you.

Speaker speaker_2: All right, Ms. Robinson?

Speaker speaker_1: Yes.

Speaker speaker_2: Hey. Thank you for holding. I appreciate your patience. I have Marcy here over at the virtual care team on the line. She'll be able to-

Speaker speaker_1: All right.

Speaker speaker_2: ... take it from here.

Speaker speaker_1: Okay. Hello?

Speaker speaker_2: All right.

Speaker speaker_4: Hello, Ms. Jackson.