

## Transcript: Franchesca

**Baez-4920724862189568-5793124139057152**

### Full Transcript

I'm sorry, you're cutting in and out. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Uh, I wanted to check to see about my insurance. I know I, I called... I don't know if I called this week or last week to cancel it, and then she told me like, "It will take at least, uh, one or two weeks for it to actually be canceled." But the thing is, I never got an insurance card to do Teladoc or like, i- like, uh, insurance like a prescription card to get my prescription discounted. So the benefits that the staffing company offers don't have anything that will discount prescriptions. They do have medical plans that are attached to prescription carriers. But I'll have to take a look to see specifically which plan you were on. What are the s- staffing company that you work with? Uh, Care Builders. And what does the last four of your social? 8670. And the last name? Coda... Herrera, sorry. All right. Could you please verify your mailing address and date of birth for me? Uh, 62 Edgewood Court, Lake Jackson, Texas 77566, March 26th, 1997. We have that phone number to reach you down as 979-529-9177 form, same as the one that you called on with the email of kaylaherrera18@icloud.com. Yes. No, not you. It's him. Him or she. Yeah. So I see that that cancellation is still being processed currently. So- I, I... The thing i-... The thing is, I want to know how can I do Teladoc, 'cause they're going to ask for my insurance. Yes, ma'am. I was just about to go over that. Oh, I'm sorry. That's okay. So as far as the Teladoc goes, you're supposed to go into the website to make an appointment. There wouldn't be any policy information for that since the plan itself, when you go into that virtual.benefitsinacard.com website. That itself will already be proven of that you already have the primary care virtual services. So what's the website? I'm sorry, you said it too fast, I can't write it down so I can get a appointment today 'cause I think I have a sinus infection. Okay. It is virtual- Uh, how do you spell that? Sorry. V as in Victor, R-I- R-I- No, I as in India, R as in Ryan. Uh-huh. T as in Tom, as U as in umbrella. A as in alpha, L as in lima. Uh-huh. T as in Charlie, A as in apple. Uh-huh. R as in Ryan, E as in Edward. Okay. ....benefitsinacard.com. Dot... I'm sorry, you said it too fa-... I'm so... My mom's try-... My mom's talking and then also the kids in the background are way too freaking loud. What was it? I got virtualcare.- Benefits in a card. Benefits in a card? Yes, ma'am. Dot-com. Dot-com. So it's virtual.benefitsinacard.com? Yes, ma'am. Okay. And then, um... And that they would have... I just have to set up a Teladoc through that, through that website? Yes, ma'am. So you'll go into that website. If you haven't already registered, you would register. Once you are registered, then what you will go ahead and do is make an appointment. Okay. And then- Do you remember activating it? No. I don't... I didn't... I didn't... They didn't tell me anything about the virtual care... Virtual Benefits.com and how to do all this stuff. They never told me anything. Is there any way that I can cancel my cancellation? Unfortunately- Of this prescrip-... Like of... Unfortunately, we wouldn't be able to. You requested that change back on the 1st of April. It's already the 10th of April. It's

already being processed. Okay. And then how long after that until like... Since it's being processed, you said like, "It will take... Once it gets processed, it'll take two... uh, one to two weeks after it's being processed to be canceled." Yes, ma'am. So from April 1st, it will take one to two weeks from the 1st for that process of change to be completed. We're already on the second week. So since they did not cancel this week, it will be either next week or by the 21st you will no longer have it since coverage starts every Monday and ends every Sunday. Does that make- Oh, by the 21st. Okay. So, uh, I need to get this catch- this date then. And then for the, uh, for the prescription, how do I do that? Yes. So for the prescription, it's not a discount plan if you were talking about the FreeRx as a membership. Okay. So it actually gives you access to about 90% of the generic prescriptions for free prescribed in the US. You'll have to go into the website, register yourself in, and then that way we'll be where-... Ho- sorry, how, not where. How you will get access to those benefit cards. I send you one email with the link for the virtual care website, just in case, and I'm gonna go ahead and send you a second email with the registration steps and the links for you to follow so that you can go ahead and get registering. I'll recommend doing your activation for the FreeRx membership before you do the actual appointment. Like if you're gonna go into it- Oh, ... because I know with the virtual app- appointment, sometimes you get it right there with like a 10 to 15 minute wait. Mm-hmm. I'll recommend trying to get that FreeRx registration completed in the event that you get any prescriptions. Okay. So you're gonna send me the link for the, uh, R- Rx prescription? Yes, ma'am. I'm gonna send you the link for the FreeRx as well as the one that I sent for the virtual care. Okay. Thank you so much. Of course. And then thank you- Now if you run into any... Of course. And then I was gonna say, if you run into any issue, you can give us a call back. I also do have the customer service phone number for the virtual care in the event that you want to write it down if you run into any issues with that. Yes, sir. I would like that, please. Of course. Let me know when you're ready for the number. I'm ready. It is 469- 4-6-9. ... 301- 3-0-1. ... 1250. 1-2-5-0. Okay. Thank you. Of course. I hope you have a wonderful rest of your day, Ms. Herrera and hope- hope that you're feeling better later. Yes, ma'am. Thank you so much. I really appreciate this. You too. Oh, also for the sinus infection, sometimes it helps to put the vapor rub in that forehead area to relieve some of that pressure. Oh, thank God. I'm trying to do like anything over-the-counter for it and I can't find nothing that's working. Oh. I hate when those come on. Yes. But thank you so much. I really appreciate it. Of course. Have a great day. You too. Bye-bye. Bye.

## Conversation Format

Speaker speaker\_0: I'm sorry, you're cutting in and out.

Speaker speaker\_1: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_0: Uh, I wanted to check to see about my insurance. I know I, I called... I don't know if I called this week or last week to cancel it, and then she told me like, "It will take at least, uh, one or two weeks for it to actually be canceled." But the thing is, I never got an insurance card to do Teladoc or like, i- like, uh, insurance like a prescription card to get my prescription discounted.

Speaker speaker\_1: So the benefits that the staffing company offers don't have anything that will discount prescriptions. They do have medical plans that are attached to prescription carriers. But I'll have to take a look to see specifically which plan you were on. What are the s-staffing company that you work with?

Speaker speaker\_0: Uh, Care Builders.

Speaker speaker\_1: And what does the last four of your social?

Speaker speaker\_0: 8670.

Speaker speaker\_1: And the last name?

Speaker speaker\_0: Coda... Herrera, sorry.

Speaker speaker\_1: All right. Could you please verify your mailing address and date of birth for me?

Speaker speaker\_0: Uh, 62 Edgewood Court, Lake Jackson, Texas 77566, March 26th, 1997.

Speaker speaker\_1: We have that phone number to reach you down as 979-529-9177 form, same as the one that you called on with the email of kaylaherrera18@icloud.com.

Speaker speaker\_0: Yes.

Speaker speaker\_2: No, not you. It's him. Him or she. Yeah.

Speaker speaker\_1: So I see that that cancellation is still being processed currently. So-

Speaker speaker\_0: I, I... The thing i-... The thing is, I want to know how can I do Teladoc, 'cause they're going to ask for my insurance.

Speaker speaker\_1: Yes, ma'am. I was just about to go over that.

Speaker speaker\_0: Oh, I'm sorry.

Speaker speaker\_1: That's okay. So as far as the Teladoc goes, you're supposed to go into the website to make an appointment. There wouldn't be any policy information for that since the plan itself, when you go into that virtual.benefitsinacard.com website. That itself will already be proven of that you already have the primary care virtual services.

Speaker speaker\_0: So what's the website? I'm sorry, you said it too fast, I can't write it down so I can get a appointment today 'cause I think I have a sinus infection.

Speaker speaker\_1: Okay. It is virtual-

Speaker speaker\_0: Uh, how do you spell that? Sorry.

Speaker speaker\_1: V as in Victor, R-I-

Speaker speaker\_0: R-I-

Speaker speaker\_1: No, I as in India, R as in Ryan.

Speaker speaker\_0: Uh-huh.

Speaker speaker\_1: T as in Tom, as U as in umbrella. A as in alpha, L as in lima.

Speaker speaker\_0: Uh-huh.

Speaker speaker\_1: T as in Charlie, A as in apple.

Speaker speaker\_0: Uh-huh.

Speaker speaker\_1: R as in Ryan, E as in Edward.

Speaker speaker\_0: Okay.

Speaker speaker\_1: ....benefitsinacard.com.

Speaker speaker\_0: Dot... I'm sorry, you said it too fa-... I'm so... My mom's try-... My mom's talking and then also the kids in the background are way too freaking loud. What was it? I got virtualcare.-

Speaker speaker\_1: Benefits in a card.

Speaker speaker\_0: Benefits in a card?

Speaker speaker\_1: Yes, ma'am. Dot-com.

Speaker speaker\_0: Dot-com. So it's virtual.benefitsinacard.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And then, um... And that they would have... I just have to set up a Teladoc through that, through that website?

Speaker speaker\_1: Yes, ma'am. So you'll go into that website. If you haven't already registered, you would register. Once you are registered, then what you will go ahead and do is make an appointment.

Speaker speaker\_0: Okay. And then-

Speaker speaker\_1: Do you remember activating it?

Speaker speaker\_0: No. I don't... I didn't... I didn't... They didn't tell me anything about the virtual care... Virtual Benefits.com and how to do all this stuff. They never told me anything. Is there any way that I can cancel my cancellation?

Speaker speaker\_1: Unfortunately-

Speaker speaker\_0: Of this prescrip-... Like of...

Speaker speaker\_1: Unfortunately, we wouldn't be able to. You requested that change back on the 1st of April. It's already the 10th of April. It's already being processed.

Speaker speaker\_0: Okay. And then how long after that until like... Since it's being processed, you said like, "It will take... Once it gets processed, it'll take two... uh, one to two weeks after

it's being processed to be canceled."

Speaker speaker\_1: Yes, ma'am. So from April 1st, it will take one to two weeks from the 1st for that process of change to be completed. We're already on the second week. So since they did not cancel this week, it will be either next week or by the 21st you will no longer have it since coverage starts every Monday and ends every Sunday. Does that make-

Speaker speaker\_0: Oh, by the 21st. Okay. So, uh, I need to get this catch- this date then. And then for the, uh, for the prescription, how do I do that?

Speaker speaker\_1: Yes. So for the prescription, it's not a discount plan if you were talking about the FreeRx as a membership.

Speaker speaker\_0: Okay.

Speaker speaker\_1: So it actually gives you access to about 90% of the generic prescriptions for free prescribed in the US. You'll have to go into the website, register yourself in, and then that way we'll be where-... Ho- sorry, how, not where. How you will get access to those benefit cards. I send you one email with the link for the virtual care website, just in case, and I'm gonna go ahead and send you a second email with the registration steps and the links for you to follow so that you can go ahead and get registering. I'll recommend doing your activation for the FreeRx membership before you do the actual appointment. Like if you're gonna go into it-

Speaker speaker\_0: Oh,

Speaker speaker\_3: ... because I know with the virtual app- appointment, sometimes you get it right there with like a 10 to 15 minute wait.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: I'll recommend trying to get that FreeRx registration completed in the event that you get any prescriptions.

Speaker speaker\_0: Okay. So you're gonna send me the link for the, uh, R- Rx prescription?

Speaker speaker\_1: Yes, ma'am. I'm gonna send you the link for the FreeRx as well as the one that I sent for the virtual care.

Speaker speaker\_0: Okay. Thank you so much.

Speaker speaker\_1: Of course.

Speaker speaker\_0: And then thank you-

Speaker speaker\_1: Now if you run into any... Of course. And then I was gonna say, if you run into any issue, you can give us a call back. I also do have the customer service phone number for the virtual care in the event that you want to write it down if you run into any issues with that.

Speaker speaker\_0: Yes, sir. I would like that, please.

Speaker speaker\_1: Of course. Let me know when you're ready for the number.

Speaker speaker\_0: I'm ready.

Speaker speaker\_1: It is 469-

Speaker speaker\_0: 4-6-9.

Speaker speaker\_1: ... 301-

Speaker speaker\_0: 3-0-1.

Speaker speaker\_1: ... 1250.

Speaker speaker\_0: 1-2-5-0. Okay. Thank you.

Speaker speaker\_1: Of course. I hope you have a wonderful rest of your day, Ms. Herrera and hope- hope that you're feeling better later.

Speaker speaker\_0: Yes, ma'am. Thank you so much. I really appreciate this.

Speaker speaker\_1: You too. Oh, also for the sinus infection, sometimes it helps to put the vapor rub in that forehead area to relieve some of that pressure.

Speaker speaker\_0: Oh, thank God. I'm trying to do like anything over-the-counter for it and I can't find nothing that's working.

Speaker speaker\_1: Oh. I hate when those come on.

Speaker speaker\_0: Yes . But thank you so much. I really appreciate it.

Speaker speaker\_1: Of course. Have a great day.

Speaker speaker\_0: You too. Bye-bye.

Speaker speaker\_1: Bye.