

## **Transcript: Justin**

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### **Full Transcript**

Thank you for calling Benefits Center Card. This is Justin. How can I help you today? Hey, how you doing? Just a couple of questions for you. Um, I just, uh, I just received my Benefits Center Card, and I was wondering, for the behavioral health, is that strictly, uh, is that strictly for over the phone or can I actually, you know, go and see like a, like a therapist in person? How- how does that work out? Um, what's that staffing agency you work for? Uh, TRC Talent Solutions. Okay, and bear with me one second while I pull a benefit guide. Let's see here. So with behavioral health... Give me one second. And what's the last four of your Social so I can pull your file for you? 5173. And what was your first and last name? First name is Ryan, last name is Barker, with a B as in boy. B-A-R-K-E-R. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Ryan? Uh, 194 Rock Crusher Road, Dallas, Georgia 30157. And confirm your date of birth? December 22nd, 1998. And a good telephone number, I have 678-977-7223. That's me. And the email address, rbarker745@gmail? Yep, that's us. Okay, so let's see here. Behavioral health... So with behavioral health, uh, let's see here. It looks like it's more of, uh, online, like online therapy more than in person, um. Yeah, so does, does that include video calls and stuff or just strictly over the phone? Um, so it's video and telephone. So you have telephone and video counseling calls. Mm, okay. But no options for in person? Correct. Hmm, that sucks. Um, how- how do I go about getting that set up and started? Um, so let's see here. And is there any way that I can upgrade my plan to get live, uh, live sessions? So there's only one behavioral... Well, there's only one behavioral health plan that's offered through TRC Staffing, and you are currently enrolled into it, so there's no other plan to upgrade to. Um... Okay. So let's see. Now, gaining access to it, I'm trying to find a number to where you can access that information. Bear with... Do you mind if I place you on a brief hold for a second? No, no. Take your time and, uh, while you're looking could you, could you look and see if there's anybody that offers the, the live person? Like, uh, live in person? Uh, well, that's not offered through TRC Staffing. Oh. The only behavioral health- Okay, okay, okay, gotcha. ... plan they have is that, is that one that I listed off. Gotcha. Gotcha, okay. Okay. Hello, Ryan, you still there? Yep, still here. Awesome, thank you so much for holding. So I have Lyric's telephone number, uh, to provide you so you can get that behavioral health, uh, benefit access, okay? Okay, give me one second. I can write that down. All right, uh, ready when you are. So that telephone number is 888-507-0435. Okay, and this is for who? Lyric, L-Y-R-I-C, Lyric. Is that the... Is that a therapist or is that just who sets up the- So that's- ... appointments, or- So- So that's a company that fo- uh, sets up the behavioral health appointments for you. Oh, okay, gotcha. All righty. Is there anything else I could assist you with today? Nope, that's it. Thank you very much. You're welcome. You have a great day, okay? Yep, you too. All right, bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits Center Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hey, how you doing? Just a couple of questions for you. Um, I just, uh, I just received my Benefits Center Card, and I was wondering, for the behavioral health, is that strictly, uh, is that strictly for over the phone or can I actually, you know, go and see like a, like a therapist in person? How- how does that work out?

Speaker speaker\_0: Um, what's that staffing agency you work for?

Speaker speaker\_1: Uh, TRC Talent Solutions.

Speaker speaker\_0: Okay, and bear with me one second while I pull a benefit guide. Let's see here. So with behavioral health... Give me one second. And what's the last four of your Social so I can pull your file for you?

Speaker speaker\_1: 5173.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: First name is Ryan, last name is Barker, with a B as in boy.  
B-A-R-K-E-R.

Speaker speaker\_0: Okay. And for security purposes, can you verify your home address, including city, state and zip code, Ryan?

Speaker speaker\_1: Uh, 194 Rock Crusher Road, Dallas, Georgia 30157.

Speaker speaker\_0: And confirm your date of birth?

Speaker speaker\_1: December 22nd, 1998.

Speaker speaker\_0: And a good telephone number, I have 678-977-7223.

Speaker speaker\_1: That's me.

Speaker speaker\_0: And the email address, rbarker745@gmail?

Speaker speaker\_1: Yep, that's us.

Speaker speaker\_0: Okay, so let's see here. Behavioral health... So with behavioral health, uh, let's see here. It looks like it's more of, uh, online, like online therapy more than in person, um.

Speaker speaker\_1: Yeah, so does, does that include video calls and stuff or just strictly over the phone?

Speaker speaker\_0: Um, so it's video and telephone. So you have telephone and video counseling calls.

Speaker speaker\_1: Mm, okay. But no options for in person?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Hmm, that sucks. Um, how- how do I go about getting that set up and started?

Speaker speaker\_0: Um, so let's see here.

Speaker speaker\_1: And is there any way that I can upgrade my plan to get live, uh, live sessions?

Speaker speaker\_0: So there's only one behavioral... Well, there's only one behavioral health plan that's offered through TRC Staffing, and you are currently enrolled into it, so there's no other plan to upgrade to. Um...

Speaker speaker\_1: Okay.

Speaker speaker\_0: So let's see. Now, gaining access to it, I'm trying to find a number to where you can access that information. Bear with... Do you mind if I place you on a brief hold for a second?

Speaker speaker\_1: No, no. Take your time and, uh, while you're looking could you, could you look and see if there's anybody that offers the, the live person? Like, uh, live in person?

Speaker speaker\_0: Uh, well, that's not offered through TRC Staffing.

Speaker speaker\_1: Oh.

Speaker speaker\_0: The only behavioral health-

Speaker speaker\_1: Okay, okay, okay, gotcha.

Speaker speaker\_0: ... plan they have is that, is that one that I listed off.

Speaker speaker\_1: Gotcha. Gotcha, okay. Okay.

Speaker speaker\_0: Hello, Ryan, you still there?

Speaker speaker\_1: Yep, still here.

Speaker speaker\_0: Awesome, thank you so much for holding. So I have Lyric's telephone number, uh, to provide you so you can get that behavioral health, uh, benefit access, okay?

Speaker speaker\_1: Okay, give me one second. I can write that down. All right, uh, ready when you are.

Speaker speaker\_0: So that telephone number is 888-507-0435.

Speaker speaker\_1: Okay, and this is for who?

Speaker speaker\_0: Lyric, L-Y-R-I-C, Lyric.

Speaker speaker\_1: Is that the... Is that a therapist or is that just who sets up the-

Speaker speaker\_0: So that's-

Speaker speaker\_1: ... appointments, or-

Speaker speaker\_0: So- So that's a company that fo- uh, sets up the behavioral health appointments for you.

Speaker speaker\_1: Oh, okay, gotcha. All righty.

Speaker speaker\_0: Is there anything else I could assist you with today?

Speaker speaker\_1: Nope, that's it. Thank you very much.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: Yep, you too.

Speaker speaker\_0: All right, bye-bye.