

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi. Um, so I was supposed to get my benefits today, or it's supposed to start after I've enrolled, and I tried to go online to get the card or just more details about exactly what I qualify for, or a list of doctors according to my plan, but I couldn't find it. Could you, uh, tell me where I should go to find that information? Um, yeah. I can possibly provide that to you. What's the staffing agency you work for? TRC, or I work through them. Yeah, TRC. Okay, so TRC and the last four of your Social? 3627. And your first and last name? First name Shekinah. Last name Duthie. And for security purposes, could you verify your home address, including city, state and zip code? Sure. It's 2817 Vineyard Way, Smyrna, Georgia 30082. And your date of birth? April 4, 2001. And a good telephone number has 404-725-1632. That's exactly right. And the email has S-H-E-K-I Duthie at Gmail? Mm-hmm. Okay, so let's see here. So looking at the file, it looks like we're still waiting for TRC Staffing to send over those deductions on you, um, so that's probably why you couldn't access the website just yet. Um, so you're not currently active right now. So once we receive those deductions, you'll become active and cards will be issued out from there. However, if you are needing to find providers, um, let me find that for you. Bear with me one second. Also, I did reach out to them about this, and they said I need to call you, um, to figure it out. Mm-hmm. Yeah, so w- us at Benefits and a Card, we're not responsible for taking the deductions. Um, TRC Staffing is the ones who makes the deductions on you and then sends it over to us. Gotcha, gotcha. Uh, so w- so like I said, we're just waiting for them to send it over to us, um- Okay. Let's see. The Virtual Primary Care... Let's see. Um, here. Do you mind if I place you on a brief hold for a second? No worries. Okay. Hello, are you still there? Yes. Awesome. Thank you so much for holding. So I do know that once you become active in the coverage and once you register your account, you'll be able to find the in-network providers on the website, um, which is- Okay. ... myvirtual- or virtualcare.benefitsandacard.com. Um, so like I said, once you become active, then that's when you'll be able to find those medical providers. However, I do have a number to find dental providers, so you can go ahead and get that, the ball rolling on that one, if need be. Okay, um, and before that, should I contact TRC or is this just the normal wait time? Um, it's usually a normal wait time, um, we're just- Okay. ... usually waiting for their deductions to be sent over on all of the employees. So there's nothing I should do except just wait? Correct. Yes, ma'am. Okay, okay. I just want to make sure I'm doing everything that I need to. I totally understand. Um, so did you want that dental provider's number for you? Mm, yes, just give me one second- Okay. ... and I'll get that then. Okay. Yes, thank you, Okay, so the company is called Carrington. Mm-hmm. And their telephone number is 800-290-0523. Okay. And when you do call them, provide your, provide them with your zip code and they'll provide you with that information. Mm-hmm. Gotcha, thank you. You're welcome. Is there anything else I could

assist you with today? No, this is perfect. Thank you. You're welcome. You have a great day, okay? Thank you. You too. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi. Um, so I was supposed to get my benefits today, or it's supposed to start after I've enrolled, and I tried to go online to get the card or just more details about exactly what I qualify for, or a list of doctors according to my plan, but I couldn't find it. Could you, uh, tell me where I should go to find that information?

Speaker speaker_0: Um, yeah. I can possibly provide that to you. What's the staffing agency you work for?

Speaker speaker_1: TRC, or I work through them. Yeah, TRC.

Speaker speaker_0: Okay, so TRC and the last four of your Social?

Speaker speaker_1: 3627.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: First name Shekinah. Last name Duthie.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_1: Sure. It's 2817 Vineyard Way, Smyrna, Georgia 30082.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: April 4, 2001.

Speaker speaker_0: And a good telephone number has 404-725-1632.

Speaker speaker_1: That's exactly right.

Speaker speaker_0: And the email has S-H-E-K-I Duthie at Gmail?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay, so let's see here. So looking at the file, it looks like we're still waiting for TRC Staffing to send over those deductions on you, um, so that's probably why you couldn't access the website just yet. Um, so you're not currently active right now. So once we receive those deductions, you'll become active and cards will be issued out from there. However, if you are needing to find providers, um, let me find that for you. Bear with me one second.

Speaker speaker_1: Also, I did reach out to them about this, and they said I need to call you, um, to figure it out.

Speaker speaker_0: Mm-hmm. Yeah, so w- us at Benefits and a Card, we're not responsible for taking the deductions. Um, TRC Staffing is the ones who makes the deductions on you and then sends it over to us.

Speaker speaker_1: Gotcha, gotcha.

Speaker speaker_0: Uh, so w- so like I said, we're just waiting for them to send it over to us, um-

Speaker speaker_1: Okay.

Speaker speaker_0: Let's see. The Virtual Primary Care... Let's see. Um, here. Do you mind if I place you on a brief hold for a second?

Speaker speaker_1: No worries.

Speaker speaker_0: Okay. Hello, are you still there?

Speaker speaker_1: Yes.

Speaker speaker_0: Awesome. Thank you so much for holding. So I do know that once you become active in the coverage and once you register your account, you'll be able to find the in-network providers on the website, um, which is-

Speaker speaker_1: Okay.

Speaker speaker_0: ... myvirtual- or virtualcare.benefitsandacard.com. Um, so like I said, once you become active, then that's when you'll be able to find those medical providers. However, I do have a number to find dental providers, so you can go ahead and get that, the ball rolling on that one, if need be.

Speaker speaker_1: Okay, um, and before that, should I contact TRC or is this just the normal wait time?

Speaker speaker_0: Um, it's usually a normal wait time, um, we're just-

Speaker speaker_1: Okay.

Speaker speaker_0: ... usually waiting for their deductions to be sent over on all of the employees.

Speaker speaker_1: So there's nothing I should do except just wait?

Speaker speaker_0: Correct. Yes, ma'am.

Speaker speaker_1: Okay, okay. I just want to make sure I'm doing everything that I need to.

Speaker speaker_0: I totally understand. Um, so did you want that dental provider's number for you?

Speaker speaker_1: Mm, yes, just give me one second-

Speaker speaker_0: Okay.

Speaker speaker_1: ... and I'll get that then.

Speaker speaker_0: Okay.

Speaker speaker_1: Yes, thank you,

Speaker speaker_2: Okay, so the company is called Carrington.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And their telephone number is 800-290-0523.

Speaker speaker_1: Okay.

Speaker speaker_2: And when you do call them, provide your, provide them with your zip code and they'll provide you with that information.

Speaker speaker_1: Mm-hmm. Gotcha, thank you.

Speaker speaker_2: You're welcome. Is there anything else I could assist you with today?

Speaker speaker_1: No, this is perfect. Thank you.

Speaker speaker_2: You're welcome. You have a great day, okay?

Speaker speaker_1: Thank you. You too. Bye-bye.

Speaker speaker_2: Bye-bye.