

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Yes. Hi. Um, I had just called a few minutes ago. I had a virtual urgent care, um, call at 11 o'clock and the doctor said he was going to call a antibiotic in for me. Um, every time I get switched over to the urgent care, it just rings and rings and rings, and I'm not able to get ahold of anybody to either find anything out. So, we would... Uh, we wouldn't be able to help you on that because we... All we do is get you enrolled and unenrolled from the coverage on our end. All I can recommend is you keep calling that number. I'm not sure- Well, that's funny because when I called earlier, she called herself and got information. Now you're telling me you can't call and I'm, I'm basically screwed. I mean, that doesn't make any sense. I've been calling all morning- Well- ... and they had to do- ... you called us. You called us. Yes. I just got off the phone with you guys, and I called earlier and she was able to call over and get information. What staffing company do you work for, ma'am? Uh, ATC. What's the last four of your social? Okay. Now I'm feeling uncomfortable even giving you my social 'cause clearly you have a attitude. Can I speak to a supervisor please? I don't have a attitude, ma'am. I'm just asking you- But you don't... Who, who said I- ... that you don't have a supervisor available at the moment. Okay, but you've been very rude and I've been calling all morning. It's about my fifth or sixth call and everybody I call is giving me information and helping me. Is this Benefits in a Card? Yes, ma'am. Okay. I just need to get over to the urgent care virtual and they're not answering. What's the last four of your social security number? The name... The doctor's- I'm gonna need- 4680. ... to pull up your account. 4680. The doctor said he was gonna call me an antibiotic and it's not at the pharmacy yet. That was hours ago. What's your first name, ma'am? Jasmine Robinson. For security purposes, can you verify your address and date of birth for me? 403 North Hills Avenue in Glenside, 19038, 4-23-75. Thank you. So yeah, your phone number is 267-333-7447? Yes. Your email is nursejass101@gmail.com? Yes. You say you spoke with somebody here today? I... This is probably about my sixth phone call today. Um, because when they connect me over to the virtual urgent care, they don't pick up for me. So she... When I called earlier, she had the call because they weren't picking up and she was able to relay the message that the doctor was calling me. So the doctor called me at 11:00 AM, which he was supposed to call me by 10:15, but it was 11:00. But either way, uh, it doesn't matter. But he said he was gonna call me an antibiotic to the pharmacy. They still haven't received the antibiotic, so I'm just trying to figure out, like, where was it sent? Did he send it yet? Like, you know, he said he was gonna do that now and it's been a couple hours. But I can't- Are you sure you- ... get ahold of anybody. Wait, say it again. I was gonna ask, are you sure you called a direct phone number reaching out to us? Because we don't have any notes of you calling in today. I spoke... I got a message. This is un-fucking-believable. I got a message from you guys saying, "Thank you for..." I'm trying to go to it. Uh, the doctor was

Kavor or whatever. Okay. "Your, your recent consultation with Sahir Kavor has been completed." Um, it just says, "If you have any questions, comments or concerns, please contact customer service." Then it's, "Virtual Care Benefits in a Card." That's who I'm speaking to, right? So I believe the person that you... You might be calling the wrong number to reach the people you spoke to earlier, because we don't have any notes of you actually calling in today. You mind if I put you on a brief hold? Is this Benefits in, in a Card though? Yes, ma'am. I'm so confused. Okay. Yeah, that's fine. Thank you. Hey, are you there, Ms. Robinson? Yeah. All right. So I wanna apologize 'cause I do... So we did see that you had spoke with us earlier. They just never left a note behind. They've- Oh. ... still verified that we spoke with you. So what I'm gonna do, I'm gonna... So you called the right place, but I'm gonna qui- transfer you over to the urgent care department. Well, see- 'Cause- ... that's the problem. I keep getting transferred over and they're not answering. And all I'm trying to find out is if the doctor indeed... 'Cause when I set up, I actually tried to call after 8:00 this morning, couldn't get ahold of that department. So I went online and I set up the appointment. The doctor called me back at 11:08. He told me the antibiotics that he was going to order for me. And during the process of that, I picked the pharmacy. So I didn't know if... And he said he was going to do it right away. So I don't know, like, if there was an issue or maybe he sent it somewhere else. That's really all I'm trying to find out. I don't know if that's something you have access to. That's what I'm saying, ma'am. We don't have access to that. That's why I'm going to transfer you to the urgent care department, 'cause they're the ones that handle th- that stuff. I wouldn't have any information about where your prescriptions were sent or who sent them, because on our end, all we do is get you guys unen- enrolled or unenrolled from the health insurance. Oh, okay. Do you know if they're there, though? 'Cause they haven't been answering. I would not... What I can do, I can put you on hold and give them a call and see if I can get them on the phone. That would be great. Thank you. All right. You mind if I put you on a brief hold? Sure. Thank you. Are you there, Miss Jasmine? I am. All right. So I have Miss Marty from the urgent care department on the call. She's going to give you an update. Oh, wonderful. Thank you. Are you there, Miss Jasmine? Hello. Yes, sir. Hi. I do apologize for the- for the wait time. Um, so it looks like on- on our system it is showing that the doctor did send it over to the Walgreens off of- off of Yorktown Plaza in Elkins Park. Yeah. Do you know what up? 'Cause I just called them and they said they never received it, which is odd. 'Cause I know the doctor said he was gonna do it right away. Yeah. And they- they should have received it. I think- I think what happens sometimes is, um, the prescriptions they kind of stay on their- on their voicemail or, um, on their fax machine. So let me go ahead and contact the pharmacy first to find out, um, information regarding your prescription. Would it be okay for me to give you a call back as soon as I get done talking with them? Oh, sure. Yep. Absolutely. Okay. And then we do have your phone number here listed as 267-333-7447? Yep. That's it. Okay, perfect, Miss Jasmine. Well, I'll be more than happy to give you a call back. Let me go ahead and contact the pharmacy. Okay. Thanks. Bye. Yes, ma'am. Bye-bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Yes. Hi. Um, I had just called a few minutes ago. I had a virtual urgent care, um, call at 11 o'clock and the doctor said he was going to call a antibiotic in for me. Um, every time I get switched over to the urgent care, it just rings and rings and rings, and I'm not able to get ahold of anybody to either find anything out.

Speaker speaker_0: So, we would... Uh, we wouldn't be able to help you on that because we... All we do is get you enrolled and unenrolled from the coverage on our end. All I can recommend is you keep calling that number. I'm not sure-

Speaker speaker_1: Well, that's funny because when I called earlier, she called herself and got information. Now you're telling me you can't call and I'm, I'm basically screwed. I mean, that doesn't make any sense. I've been calling all morning-

Speaker speaker_0: Well-

Speaker speaker_1: ... and they had to do-

Speaker speaker_0: ... you called us. You called us.

Speaker speaker_1: Yes. I just got off the phone with you guys, and I called earlier and she was able to call over and get information.

Speaker speaker_0: What staffing company do you work for, ma'am?

Speaker speaker_1: Uh, ATC.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: Okay. Now I'm feeling uncomfortable even giving you my social 'cause clearly you have a attitude. Can I speak to a supervisor please?

Speaker speaker_0: I don't have a attitude, ma'am. I'm just asking you-

Speaker speaker_1: But you don't... Who, who said I-

Speaker speaker_0: ... that you don't have a supervisor available at the moment.

Speaker speaker_1: Okay, but you've been very rude and I've been calling all morning. It's about my fifth or sixth call and everybody I call is giving me information and helping me. Is this Benefits in a Card?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. I just need to get over to the urgent care virtual and they're not answering.

Speaker speaker_0: What's the last four of your social security number?

Speaker speaker_1: The name... The doctor's-

Speaker speaker_0: I'm gonna need-

Speaker speaker_1: 4680.

Speaker speaker_0: ... to pull up your account.

Speaker speaker_1: 4680. The doctor said he was gonna call me an antibiotic and it's not at the pharmacy yet. That was hours ago.

Speaker speaker_0: What's your first name, ma'am?

Speaker speaker_1: Jasmine Robinson.

Speaker speaker_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 403 North Hills Avenue in Glenside, 19038, 4-23-75.

Speaker speaker_0: Thank you. So yeah, your phone number is 267-333-7447?

Speaker speaker_1: Yes.

Speaker speaker_0: Your email is nursejass101@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: You say you spoke with somebody here today?

Speaker speaker_1: I... This is probably about my sixth phone call today. Um, because when they connect me over to the virtual urgent care, they don't pick up for me. So she... When I called earlier, she had the call because they weren't picking up and she was able to relay the message that the doctor was calling me. So the doctor called me at 11:00 AM, which he was supposed to call me by 10:15, but it was 11:00. But either way, uh, it doesn't matter. But he said he was gonna call me an antibiotic to the pharmacy. They still haven't received the antibiotic, so I'm just trying to figure out, like, where was it sent? Did he send it yet? Like, you know, he said he was gonna do that now and it's been a couple hours. But I can't-

Speaker speaker_0: Are you sure you-

Speaker speaker_1: ... get ahold of anybody. Wait, say it again.

Speaker speaker_0: I was gonna ask, are you sure you called a direct phone number reaching out to us? Because we don't have any notes of you calling in today.

Speaker speaker_1: I spoke... I got a message. This is un-fucking-believable. I got a message from you guys saying, "Thank you for..." I'm trying to go to it. Uh, the doctor was Kavor or whatever. Okay. "Your, your recent consultation with Sahir Kavor has been completed." Um, it just says, "If you have any questions, comments or concerns, please contact customer service." Then it's, "Virtual Care Benefits in a Card." That's who I'm speaking to, right?

Speaker speaker_0: So I believe the person that you... You might be calling the wrong number to reach the people you spoke to earlier, because we don't have any notes of you actually calling in today. You mind if I put you on a brief hold?

Speaker speaker_1: Is this Benefits in, in a Card though?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: I'm so confused. Okay. Yeah, that's fine.

Speaker speaker_0: Thank you. Hey, are you there, Ms. Robinson?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. So I wanna apologize 'cause I do... So we did see that you had spoke with us earlier. They just never left a note behind. They've-

Speaker speaker_1: Oh.

Speaker speaker_0: ... still verified that we spoke with you. So what I'm gonna do, I'm gonna... So you called the right place, but I'm gonna qui- transfer you over to the urgent care department.

Speaker speaker_1: Well, see-

Speaker speaker_0: 'Cause-

Speaker speaker_1: ... that's the problem. I keep getting transferred over and they're not answering. And all I'm trying to find out is if the doctor indeed... 'Cause when I set up, I actually tried to call after 8:00 this morning, couldn't get ahold of that department. So I went online and I set up the appointment. The doctor called me back at 11:08. He told me the antibiotics that he was going to order for me. And during the process of that, I picked the pharmacy. So I didn't know if... And he said he was going to do it right away. So I don't know, like, if there was an issue or maybe he sent it somewhere else. That's really all I'm trying to find out. I don't know if that's something you have access to.

Speaker speaker_0: That's what I'm saying, ma'am. We don't have access to that. That's why I'm going to transfer you to the urgent care department, 'cause they're the ones that handle that stuff. I wouldn't have any information about where your prescriptions were sent or who sent them, because on our end, all we do is get you guys unen- enrolled or unenrolled from the health insurance.

Speaker speaker_1: Oh, okay. Do you know if they're there, though? 'Cause they haven't been answering.

Speaker speaker_0: I would not... What I can do, I can put you on hold and give them a call and see if I can get them on the phone.

Speaker speaker_1: That would be great. Thank you.

Speaker speaker_0: All right. You mind if I put you on a brief hold?

Speaker speaker_1: Sure.

Speaker speaker_0: Thank you.

Speaker speaker_2: Are you there, Miss Jasmine?

Speaker speaker_3: I am.

Speaker speaker_2: All right. So I have Miss Marty from the urgent care department on the call. She's going to give you an update.

Speaker speaker_3: Oh, wonderful. Thank you.

Speaker speaker_2: Are you there, Miss Jasmine?

Speaker speaker_3: Hello.

Speaker speaker_4: Yes, sir. Hi. I do apologize for the- for the wait time. Um, so it looks like on- on our system it is showing that the doctor did send it over to the Walgreens off of- off of Yorktown Plaza in Elkins Park.

Speaker speaker_3: Yeah. Do you know what up? 'Cause I just called them and they said they never received it, which is odd. 'Cause I know the doctor said he was gonna do it right away.

Speaker speaker_4: Yeah. And they- they should have received it. I think- I think what happens sometimes is, um, the prescriptions they kind of stay on their- on their voicemail or, um, on their fax machine. So let me go ahead and contact the pharmacy first to find out, um, information regarding your prescription. Would it be okay for me to give you a call back as soon as I get done talking with them?

Speaker speaker_3: Oh, sure. Yep. Absolutely.

Speaker speaker_4: Okay. And then we do have your phone number here listed as 267-333-7447?

Speaker speaker_3: Yep. That's it.

Speaker speaker_4: Okay, perfect, Miss Jasmine. Well, I'll be more than happy to give you a call back. Let me go ahead and contact the pharmacy.

Speaker speaker_3: Okay. Thanks. Bye.

Speaker speaker_4: Yes, ma'am. Bye-bye.