

## Transcript: Pearl

**Rojas-6039006740791296-5245716080672768**

### Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I speak with? Hi, my name's Eric Nestor. And how can I assist you? I'm on, um, I'm trying to do a virtual urgent care visit for one of my children. Um, for some reason though, when I am on the website and it's asking me who the consultation is for, it's only allowing my s- me to pick myself as the patient. I can't pick any of my dependents. Okay, what is the name of the staff agency you work for? I work for Partners Personnel. And the last four digits of your social? 0555. All righty. And can you confirm your address and date of birth? Sure. Um, 704 19th Street Northwest, Canton, Ohio, 44709 and my date of birth is August 3rd, 1987. Okay. And I have your phone number as 6146- I'm sorry, 614-464-7161? Yes. And I have your email address as ericjnestor@gmail.com? Yes. Okay, bear with me one moment. All right, bear with me one moment. I'm gonna place you on a brief hold. Thank you for holding, Mr. Nester. I am sorry about that wait time. Um, so what I'm gonna do- That's okay. ... is I'm gonna... I'm gonna transfer you over to the virtual care team and see if they can- Okay. ... see why you're not able to select the dependents, because you should be able to, um, click on them. They'll be under you. Your spouse does... will have her own account, but you sh- the children should be under you. Right. Like if I click on the dependents part, like under my account, they definitely show up. But when I try to actually go make the appointment, it's only letting me pick myself. Okay. Let me get you over to them and see if they can assist you further, okay? Okay. And this is for primary care, correct? Right. All right. Um, this one would be, uh, urgent care. Can I have a virtual urgent care visit? I'm getting actually . Okay. Okay. So yeah, it's with the MEC plan. Okay. Bear with me one moment. Okay. Thank you so much for holding, Mr. Nester. So, I actually spoke to someone with the virtual urgent care and they're saying that your coverage won't be active until the 23rd of this month, which, I mean, I don't know why, if we have you- No, that's not, that's not correct. ... as part of the plan. I was... I had myself an appointment today. I was able to do that just fine and my, um... I've been active since last month. On February 3rd. Um, yeah, so she gave me an, um, the customer service number to call and see what's the issue now, because we do have you active with both plans, virtual primary and that, um, virtual urgent that is with your preventative health plan. Um, let me reach out to them and see if they can, uh, let me know any- anything onto why that flagged like that. Okay. Okay. Bear with me one moment. Okay. So let... What I'm gonna have to do is I'm gonna send an email to my main office right now and, um, let them know what's going on. See if they can investigate further to why this is happening. Um, they usually get back really fast but it could take up to 48 hours. Between 24 and 48 hours- Ma'am, I'm trying to make an urgent care appointment for my son. I do understand but th- the thing is that in the system with urgent care you're not coming up, so we do need to reach out to them and see what's going on. Okay. I do have you active- Can I talk to somebody- ... as of the third of this month. Yeah. Can I talk... I

mean, not, not just because of this issue today but can I speak with a manager? This has been a hassle, just trying to get this coverage. I had to pay almost four payments before I was ever even enrolled and now you're saying that I'm still not. And like I said, I'm literally trying to make an urgent care visit for my son that has a medical need, that we're trying to handle urgent care, so it's an urgent matter. And, and now it might be another 48 hours maybe, because, you know, t- to- tomorrow's Friday, so 48 hours is really gonna put me at Monday. I mean, the, uh, the issue isn't with, with the system here. We have you active. What it is is that the urgent virtual care is showing you inactive. But I... Give me one moment, I will reach out to support on the floor. Give me one second. Mm-hmm. Good afternoon. This is Chris. Hello? Hello. Good afternoon. This is Chris. How can I help you? Uh, um, I guess she transferred me to you. I'm not sure. Um, so I'm trying to make... I told her I'm trying to make a virtual urgent care visit for my son online. Uh... Right. However, when I click onto it, it's saying the consultation... Like, it's giving who is the consultation for, it's only allowing me to pick myself. And so, that's why I called to get fixed. And then, I know she s- was trying to say something like, "My account won't be active till the 23rd," which just isn't accurate at all. So I don't, I don't know, but... Right. She didn't say she was transferred anybody, so I'm not sure. Okay. So, um, from my understanding, it looks like where the disconnect is, is for some reason the virtual care team is not showing the same effective date that customer service is showing for your insurance benefit- Mm-hmm. ... which we're not sure why that disconnect has happened, and we need to email our back office team to get that resolved. Um, because as far as I can see here- Okay. Um, a couple of things. I understand that. It's just, I was able to make myself a virtual care appointment no problem. Right. I understand, I understand that. So we're... So the disconnect is that your dependents aren't showing on the virtual care portal when you s- try to set up a consultation. And again, I'm not sure where that disconnect is, so we need to send that to our back office team to figure out where that disconnect is and see what we can do to try to get that resolved for you. No, no, no, I understand that. And, but, it's been a hassle from day one trying to even get this stuff set up. And now it's like, she told me it could be 48 hours before they respond. That's going to put me at Monday, and I'm, I'm trying to make a virtual care urgent care visit for my child who has an urgent need, and I can't use the service I'm paying for. I understand it's not your fault, I really do, but... and it's not your personal fault, but this has just been ridiculous the entire time. I understand, sir. Again, I do apologize for the inconvenience with that- I mean, it's- But the, the only thing that we can do at this point is investigate, and I, I can't... That's not going to be an immediate thing. There is g- there does have to be a little bit of time to figure out what the problem is and what can be done to fix it. I... The only thing I... Like, I can promise that as soon as we hear back, we will reach back out to you to let you know what's going on and how we can proceed. But we, we ask, we ask that there's a 24 to 48 business hour timeframe f- to allow us ample time to perform the investigation and get any solutions in place. I'm not saying that it's going to take the entire 48-hour window, but we ask that you give us that time to be able to investigate and figure out why this happened and what we can do to reverse this and get you being able to use your insurance as you should be able to. Right. And I mean, I, I get the... I, I get it, but it's just... I had to make like four weeks of payments before I was even en- able to get enrolled, and now I still can't use it properly. And I k- again, I know it's not your fault and it... But again... So what I mean... What am I supposed to do with my, my child at this point in time? I guess, is that's what I'm trying to say. Like, they need a, they need a medical visit. We're paying for this

medical service and we can't use it. And, and I understand that, sir, and I do apologize for that. I... Right now, I don't have an answer for you other than we have to investigate why you can't use the service that you are enrolled into. So I'm not sure what's going on. That's why we need to investigate, and I pro- and I will, I will let them know that this is an urgent matter and this needs to be... This ex- this review and this investigation needs to be expedited as quickly as possible. I just... That's not something that I can do. Like, I, I personally can't do that investigation. Our back office team has to. Okay. All right. So I will go ahead and send that on over to the back office team, have them look into this as quickly as they possibly can. I do apologize for any like... again, the fact that this is not working as intended. We will try to get this corrected for you as quickly as we can. Okay. All right. Thank you for calling and have a good day. Mm-hmm.

## Conversation Format

Speaker speaker\_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I speak with?

Speaker speaker\_1: Hi, my name's Eric Nestor.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: I'm on, um, I'm trying to do a virtual urgent care visit for one of my children. Um, for some reason though, when I am on the website and it's asking me who the consultation is for, it's only allowing my s- me to pick myself as the patient. I can't pick any of my dependents.

Speaker speaker\_0: Okay, what is the name of the staff agency you work for?

Speaker speaker\_1: I work for Partners Personnel.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: 0555.

Speaker speaker\_0: All righty. And can you confirm your address and date of birth?

Speaker speaker\_1: Sure. Um, 704 19th Street Northwest, Canton, Ohio, 44709 and my date of birth is August 3rd, 1987.

Speaker speaker\_0: Okay. And I have your phone number as 6146- I'm sorry, 614-464-7161?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And I have your email address as ericjnestor@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, bear with me one moment. All right, bear with me one moment. I'm gonna place you on a brief hold. Thank you for holding, Mr. Nester. I am sorry about that wait time. Um, so what I'm gonna do-

Speaker speaker\_1: That's okay.

Speaker speaker\_0: ... is I'm gonna... I'm gonna transfer you over to the virtual care team and see if they can-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... see why you're not able to select the dependents, because you should be able to, um, click on them. They'll be under you. Your spouse does... will have her own account, but you sh- the children should be under you.

Speaker speaker\_1: Right. Like if I click on the dependents part, like under my account, they definitely show up. But when I try to actually go make the appointment, it's only letting me pick myself.

Speaker speaker\_0: Okay. Let me get you over to them and see if they can assist you further, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: And this is for primary care, correct? Right. All right.

Speaker speaker\_1: Um, this one would be, uh, urgent care. Can I have a virtual urgent care visit?

Speaker speaker\_0: I'm getting actually . Okay. Okay. So yeah, it's with the MEC plan. Okay. Bear with me one moment.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Thank you so much for holding, Mr. Nester. So, I actually spoke to someone with the virtual urgent care and they're saying that your coverage won't be active until the 23rd of this month, which, I mean, I don't know why, if we have you-

Speaker speaker\_1: No, that's not, that's not correct.

Speaker speaker\_0: ... as part of the plan.

Speaker speaker\_1: I was... I had myself an appointment today. I was able to do that just fine and my, um... I've been active since last month.

Speaker speaker\_0: On February 3rd. Um, yeah, so she gave me an, um, the customer service number to call and see what's the issue now, because we do have you active with both plans, virtual primary and that, um, virtual urgent that is with your preventative health plan. Um, let me reach out to them and see if they can, uh, let me know any- anything onto why that flagged like that.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Bear with me one moment. Okay. So let... What I'm gonna have to do is I'm gonna send an email to my main office right now and, um, let them know what's going on. See if they can investigate further to why this is happening. Um, they usually get

back really fast but it could take up to 48 hours. Between 24 and 48 hours-

Speaker speaker\_1: Ma'am, I'm trying to make an urgent care appointment for my son.

Speaker speaker\_0: I do understand but th- the thing is that in the system with urgent care you're not coming up, so we do need to reach out to them and see what's going on.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I do have you active-

Speaker speaker\_1: Can I talk to somebody-

Speaker speaker\_0: ... as of the third of this month.

Speaker speaker\_1: Yeah. Can I talk... I mean, not, not just because of this issue today but can I speak with a manager? This has been a hassle, just trying to get this coverage. I had to pay almost four payments before I was ever even enrolled and now you're saying that I'm still not. And like I said, I'm literally trying to make an urgent care visit for my son that has a medical need, that we're trying to handle urgent care, so it's an urgent matter. And, and now it might be another 48 hours maybe, because, you know, t- to- tomorrow's Friday, so 48 hours is really gonna put me at Monday.

Speaker speaker\_0: I mean, the, uh, the issue isn't with, with the system here. We have you active. What it is is that the urgent virtual care is showing you inactive. But I... Give me one moment, I will reach out to support on the floor. Give me one second.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Good afternoon. This is Chris.

Speaker speaker\_1: Hello?

Speaker speaker\_2: Hello. Good afternoon. This is Chris. How can I help you?

Speaker speaker\_1: Uh, um, I guess she transferred me to you. I'm not sure. Um, so I'm trying to make... I told her I'm trying to make a virtual urgent care visit for my son online. Uh...

Speaker speaker\_2: Right.

Speaker speaker\_1: However, when I click onto it, it's saying the consultation... Like, it's giving who is the consultation for, it's only allowing me to pick myself. And so, that's why I called to get fixed. And then, I know she s- was trying to say something like, "My account won't be active till the 23rd," which just isn't accurate at all. So I don't, I don't know, but...

Speaker speaker\_2: Right.

Speaker speaker\_1: She didn't say she was transferred anybody, so I'm not sure.

Speaker speaker\_2: Okay. So, um, from my understanding, it looks like where the disconnect is, is for some reason the virtual care team is not showing the same effective date that customer service is showing for your insurance benefit-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... which we're not sure why that disconnect has happened, and we need to email our back office team to get that resolved. Um, because as far as I can see here-

Speaker speaker\_1: Okay. Um, a couple of things. I understand that. It's just, I was able to make myself a virtual care appointment no problem.

Speaker speaker\_2: Right. I understand, I understand that. So we're... So the disconnect is that your dependents aren't showing on the virtual care portal when you s- try to set up a consultation. And again, I'm not sure where that disconnect is, so we need to send that to our back office team to figure out where that disconnect is and see what we can do to try to get that resolved for you.

Speaker speaker\_1: No, no, no, I understand that. And, but, it's been a hassle from day one trying to even get this stuff set up. And now it's like, she told me it could be 48 hours before they respond. That's going to put me at Monday, and I'm, I'm trying to make a virtual care urgent care visit for my child who has an urgent need, and I can't use the service I'm paying for. I understand it's not your fault, I really do, but... and it's not your personal fault, but this has just been ridiculous the entire time.

Speaker speaker\_2: I understand, sir. Again, I do apologize for the inconvenience with that-

Speaker speaker\_1: I mean, it's-

Speaker speaker\_2: But the, the only thing that we can do at this point is investigate, and I, I can't... That's not going to be an immediate thing. There is g- there does have to be a little bit of time to figure out what the problem is and what can be done to fix it. I... The only thing I... Like, I can promise that as soon as we hear back, we will reach back out to you to let you know what's going on and how we can proceed. But we, we ask, we ask that there's a 24 to 48 business hour timeframe f- to allow us ample time to perform the investigation and get any solutions in place. I'm not saying that it's going to take the entire 48-hour window, but we ask that you give us that time to be able to investigate and figure out why this happened and what we can do to reverse this and get you being able to use your insurance as you should be able to.

Speaker speaker\_1: Right. And I mean, I, I get the... I, I get it, but it's just... I had to make like four weeks of payments before I was even en- able to get enrolled, and now I still can't use it properly. And I k- again, I know it's not your fault and it... But again... So what I mean... What am I supposed to do with my, my child at this point in time? I guess, is that's what I'm trying to say. Like, they need a, they need a medical visit. We're paying for this medical service and we can't use it.

Speaker speaker\_2: And, and I understand that, sir, and I do apologize for that. I... Right now, I don't have an answer for you other than we have to investigate why you can't use the service that you are enrolled into. So I'm not sure what's going on. That's why we need to investigate, and I pro- and I will, I will let them know that this is an urgent matter and this needs to be... This ex- this review and this investigation needs to be expedited as quickly as possible. I just... That's not something that I can do. Like, I, I personally can't do that investigation. Our

back office team has to.

Speaker speaker\_1: Okay.

Speaker speaker\_2: All right. So I will go ahead and send that on over to the back office team, have them look into this as quickly as they possibly can. I do apologize for any like... again, the fact that this is not working as intended. We will try to get this corrected for you as quickly as we can.

Speaker speaker\_1: Okay.

Speaker speaker\_2: All right. Thank you for calling and have a good day.

Speaker speaker\_1: Mm-hmm.