

Transcript: Pearl

Rojas-6672866100953088-6699312731176960

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, Paris. How may I help you? Hi. My name is Pearl from Benefits in a Card. Um, I am calling on behalf of a, a mutual client, Mr. Nester. He's trying to set up an appointment for his son through virtual care, Virtual Urgent Care. Mm-hmm. Um, but once he goes to set up the- try to set up the appointment, it doesn't let him click on anybody but himself. What's the last name? Nester, N-E-S-T-E-R. And what is his date of birth? Uh, 8-3-87. Give me one moment. I'm gonna see if we can locate an account for him. Would the first name be Eric? Yes. It looks like the reason for this is because his services are not in effect yet. So, he won't be able to use our services until February 23rd. Oh, I have him... Give me one second. I have him active in our, in our system since the 3rd of February. Yeah. It shows that he's with Benefits in a Card. It's showing us right now there is a red flag on his portal saying, "Effective on February 23rd, 2025. And this member will not be able to use our service until the date specified above." I can provide you with the customer service line to ask further questions, just because I would not be able to answer anything else on why this is on there. Okay. Um, if you can do that, please. Yeah. It's gonna be 1-800-497-4856. All righty. Thank you so much. You're welcome. You have a good day. You as well. Bye-bye. Mm-hmm. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hey, Paris. How may I help you?

Speaker speaker_2: Hi. My name is Pearl from Benefits in a Card. Um, I am calling on behalf of a, a mutual client, Mr. Nester. He's trying to set up an appointment for his son through virtual care, Virtual Urgent Care.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Um, but once he goes to set up the- try to set up the appointment, it doesn't let him click on anybody but himself.

Speaker speaker_1: What's the last name?

Speaker speaker_2: Nester, N-E-S-T-E-R.

Speaker speaker_1: And what is his date of birth?

Speaker speaker_2: Uh, 8-3-87.

Speaker speaker_1: Give me one moment. I'm gonna see if we can locate an account for him. Would the first name be Eric?

Speaker speaker_2: Yes.

Speaker speaker_1: It looks like the reason for this is because his services are not in effect yet. So, he won't be able to use our services until February 23rd.

Speaker speaker_2: Oh, I have him... Give me one second. I have him active in our, in our system since the 3rd of February.

Speaker speaker_1: Yeah. It shows that he's with Benefits in a Card. It's showing us right now there is a red flag on his portal saying, "Effective on February 23rd, 2025. And this member will not be able to use our service until the date specified above." I can provide you with the customer service line to ask further questions, just because I would not be able to answer anything else on why this is on there.

Speaker speaker_2: Okay. Um, if you can do that, please.

Speaker speaker_1: Yeah. It's gonna be 1-800-497-4856.

Speaker speaker_2: All righty. Thank you so much.

Speaker speaker_1: You're welcome. You have a good day.

Speaker speaker_2: You as well. Bye-bye.

Speaker speaker_1: Mm-hmm. Bye-bye.