

Transcript: Priscilla

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Full Transcript

Hello? Your call may be monitored or recorded for quality assurance purposes. Mr. Meyers? Yes. Hi, this is Priscilla, uh, from Benefits in the Card. We just talked not long ago. Yes. Yes. I was giving a call in regards to your access, uh, for your virtual care ID and everything. Um, um, once, uh, you are registered... I just want to explain a little bit. Once you're registered on there, which you have done, right? Which has confirmed that you have done that registration? Yes. Okay. Once you, um, have registered, they should have sent you an email to confirm, uh, the registration, um, that you did. Yeah, I did that and as far as... But I was trying to- And once... Uh-huh. I need to go see, uh, an actual specialist for my shoulder. Right. But at this point, it's only virtual care doctors, not actual visits. Yes. Mm-hmm. Yeah, this is just virtual. Once you get that, like, you... They usually take 24 to 48 hours to send out the ID number, um, to receive that once you do that registration. But if you're looking more of a, a more, uh, physical, like, doctor visit- Mm-hmm. ... yes, the virtual care does not... Is not covering that. So, I actually don't have health insurance? Hmm, you can basically say, yeah, you just have the virtual care. Then what's the point of this insurance then? Uh, that's what you have signed up for. I don't know who did that enrollment for you here, but. They... The lady, the lady didn't explain any of that. Yeah, the virtual care does not cover any, like... Um, have you got sent out, like, a benefits guide or anything whatsoever so you can look over, um, that as well? No. Okay. Would you like for me, Mr. Meyers, to send off that information for you, um, so you can look over- Yes, please. Okay. Well- Sure. If you don't mind, I'm gonna put you on a brief hold for, like, a minute or two, so I can go ahead and send that off for you. Um, if you don't mind, I'll go ahead and do that. Okay. All right, bear with me. Hi, Mr. Myers. Are you still on there? Yes. Okay. Oh, yeah. It's okay. Bear with me one second. It should be there. Okay, I have problems sending it, uh, sending, me and one second, let me resend that once again. Okay. Something's going on with the system today. Had to be Monday, huh? Yeah. So bear with me. Well, if I knew this insurance was like this, I would never got it. Well, it should have been explained to you, um, in detail and then- Nope. ... the benefits guide should have been sent, or your staffing agency as well, uh, gives, they also give physical, um, uh- Yeah, they- ... benefits guide, yeah. Yeah, they didn't give me any of that. Oh, my. Yeah, that's on your staffing agency, but we, we're here to help, so we're gonna send that off for you so you can look over. Okay. Sorry about all of this. Hopefully we... Okay. Yeah, it's 'cause I got injured outside of work and... Mm-hmm. Okay. All right, Mr. Myers, so I did send it off, um, for you, if you don't mind checking your emails if you received that benefits guide. If it's not in your regular, uh, inbox, it sometimes tends to show up on your junk file or spam. Okay. It's like a PDF? Okay, so the first one I sent was the wrong one, so look at the second email I recently just sent, like, a minute ago, two minutes ago. Yeah. It says hospital, hospital and emergency insurance? Yes. Should be that. Okay. I got it. I'll have to look over it. And it should, and it

should say, yeah, the Focus Workforce on the cover. Okay. Yeah, I got it. I'll have to look over it. Okay, perfect. Okay, perfect, Mr. Myers. Anything else I can help you with? Nope. All right. Thank you for calling Benefits in the Car. Have a wonderful day. You too. Bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: Hello?

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Mr. Meyers?

Speaker speaker_0: Yes.

Speaker speaker_2: Hi, this is Priscilla, uh, from Benefits in the Card. We just talked not long ago.

Speaker speaker_0: Yes.

Speaker speaker_2: Yes. I was giving a call in regards to your access, uh, for your virtual care ID and everything. Um, um, once, uh, you are registered... I just want to explain a little bit. Once you're registered on there, which you have done, right? Which has confirmed that you have done that registration?

Speaker speaker_0: Yes.

Speaker speaker_2: Okay. Once you, um, have registered, they should have sent you an email to confirm, uh, the registration, um, that you did.

Speaker speaker_0: Yeah, I did that and as far as... But I was trying to-

Speaker speaker_2: And once... Uh-huh.

Speaker speaker_0: I need to go see, uh, an actual specialist for my shoulder.

Speaker speaker_2: Right.

Speaker speaker_0: But at this point, it's only virtual care doctors, not actual visits.

Speaker speaker_2: Yes. Mm-hmm. Yeah, this is just virtual. Once you get that, like, you... They usually take 24 to 48 hours to send out the ID number, um, to receive that once you do that registration. But if you're looking more of a, a more, uh, physical, like, doctor visit-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: ... yes, the virtual care does not... Is not covering that.

Speaker speaker_0: So, I actually don't have health insurance?

Speaker speaker_2: Hmm, you can basically say, yeah, you just have the virtual care.

Speaker speaker_0: Then what's the point of this insurance then?

Speaker speaker_2: Uh, that's what you have signed up for. I don't know who did that enrollment for you here, but.

Speaker speaker_0: They... The lady, the lady didn't explain any of that.

Speaker speaker_2: Yeah, the virtual care does not cover any, like... Um, have you got sent out, like, a benefits guide or anything whatsoever so you can look over, um, that as well?

Speaker speaker_0: No.

Speaker speaker_2: Okay. Would you like for me, Mr. Meyers, to send off that information for you, um, so you can look over-

Speaker speaker_0: Yes, please.

Speaker speaker_2: Okay. Well-

Speaker speaker_0: Sure.

Speaker speaker_2: If you don't mind, I'm gonna put you on a brief hold for, like, a minute or two, so I can go ahead and send that off for you. Um, if you don't mind, I'll go ahead and do that.

Speaker speaker_0: Okay.

Speaker speaker_2: All right, bear with me. Hi, Mr. Myers. Are you still on there?

Speaker speaker_0: Yes.

Speaker speaker_2: Okay.

Speaker speaker_0: Oh, yeah.

Speaker speaker_2: It's okay. Bear with me one second. It should be there. Okay, I have problems sending it, uh, sending, me and one second, let me resend that once again.

Speaker speaker_0: Okay.

Speaker speaker_2: Something's going on with the system today. Had to be Monday, huh?

Speaker speaker_0: Yeah.

Speaker speaker_2: So bear with me.

Speaker speaker_0: Well, if I knew this insurance was like this, I would never got it.

Speaker speaker_2: Well, it should have been explained to you, um, in detail and then-

Speaker speaker_0: Nope.

Speaker speaker_2: ... the benefits guide should have been sent, or your staffing agency as well, uh, gives, they also give physical, um, uh-

Speaker speaker_0: Yeah, they-

Speaker speaker_2: ... benefits guide, yeah.

Speaker speaker_0: Yeah, they didn't give me any of that.

Speaker speaker_2: Oh, my. Yeah, that's on your staffing agency, but we, we're here to help, so we're gonna send that off for you so you can look over.

Speaker speaker_0: Okay.

Speaker speaker_2: Sorry about all of this. Hopefully we... Okay.

Speaker speaker_0: Yeah, it's 'cause I got injured outside of work and...

Speaker speaker_2: Mm-hmm. Okay. All right, Mr. Myers, so I did send it off, um, for you, if you don't mind checking your emails if you received that benefits guide. If it's not in your regular, uh, inbox, it sometimes tends to show up on your junk file or spam.

Speaker speaker_0: Okay. It's like a PDF?

Speaker speaker_2: Okay, so the first one I sent was the wrong one, so look at the second email I recently just sent, like, a minute ago, two minutes ago. Yeah.

Speaker speaker_0: It says hospital, hospital and emergency insurance?

Speaker speaker_2: Yes. Should be that.

Speaker speaker_0: Okay. I got it. I'll have to look over it.

Speaker speaker_2: And it should, and it should say, yeah, the Focus Workforce on the cover.

Speaker speaker_0: Okay. Yeah, I got it. I'll have to look over it.

Speaker speaker_2: Okay, perfect. Okay, perfect, Mr. Myers. Anything else I can help you with?

Speaker speaker_0: Nope.

Speaker speaker_2: All right. Thank you for calling Benefits in the Car. Have a wonderful day.

Speaker speaker_0: You too. Bye.

Speaker speaker_2: Thank you. Bye.