

Transcript: Priscilla

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Full Transcript

Citizen, thank you for calling Benefit in the Card. This is Theresala Speaks. How can I assist you today? Uh, Patrick Meyers. Yes? Bear with me one moment. Sorry, I got... I got puppies. Yeah, fine. No worry. I'm trying to find out about my, uh, my card for my health insurance 'cause, 'cause I never received the card in the mail. And my work said they... not sure if I'd get a card. Okay, bear with me one second. What is the staffing agen-agency you work under for? Uh, Focus Staffing through, uh, UGN. Hm. 'Cause I don't have the group number or membership number so I can see a doctor. You did Focus Workforce, I believe? Yes. Yes. Okay. And what's the last four digits of your Social Security number? It's 9503. Okay, first name? Patrick. Okay. Meyers? Yes. Okay, just to conf- Good morning, yes. Okay, just to confirm your address, if you don't mind confirming the address on file for us, and your date of birth, please. It's 752 Imperial Road, Valparaiso, Indiana 46385. And my birthday is 04-20-1979. Okay, you have a phone number 219-759-0351? Yes. And then we'll have an email, patrickmeyers1212@gmail.com. Yes. Okay. From my understanding, you want to see if maybe we can send you a Medical ID card? Yes. I got my- Yeah. ... general card. I got my vision card, got my life insurance card, but I never got the actual health insurance card. Oh, boy. Bear with me one second. Okay, I'll go ahead and... You said a medical one, right? Yes, a medical one. Okay. If you don't mind, Mr. Meyers, I'm gonna put you on a brief hold, so I can go ahead and send those off to you, uh, through your email so you can receive that virtually. Okay. That seems fine. All right. Bear with me one minute. No, no, no, buddy. No, bud, no. No, no, no. No, Buddy! Buddy! Buddy! Bud- Your hands are pokey. Buddy! Lay down, buddy. Stop. All right, Mr. Myers, you still there? Yes, I'm here. Okay, so I'm looking here and the two that are letting me send off is the dental and vision. My dental and my vision? Mm-hmm. That's, that's the ones I can send off. That's the ones that are here that I can send off to you. Okay. What about my health insurance one? Mm. Let's... Wait just give me one sec. 'Cause I have health insurance, 'cause I've been paying into it. Mm-hmm. Yeah, let's be one sec. I'm just gonna go look into the file. 'Cause I needed to go in and see a doctor 'cause I injured my shoulder. 'Cause I have the dental and vision cards, I just, just don't have my health insurance card. Okay, Mr. Myers? Yes. Okay. So I'm seeing here, um, you have the FreeRx, um... You got the FreeRx with virtual care, so it's not basically to where we can send off an ID, your mem- your coverage ID card. Mm-hmm. Um, you're supposed to go to a website, which I have here if you wanna go ahead and write it down- Yeah. ... to where you can get access, um, to that on your visits. Um, let me ha- I'm gonna go ahead and give you that. Okay. It's a member ID number, you said? It's, yeah, you can get your... I believe, yeah, it's your member ID number. You can get that from the website. You can get your access to that and your visits, doctor visitations and everything. It's called virtual care 'cause that's what you have. Um, the website is benefitsinthecard.com. Virtual care, benefitsinthecard.com. And I also have their

number if you wanna call them as well. Okay. What's the number? It is 800-497- Hold on one second. Pen is not working. Uh-huh. You are fine. Uh, uh, 800-497? 9... Uh-huh, 4856. 487... It's 1-800- 94- It's 800- Okay. ... 497- 497. ... 4856. 4- 4857 or... 4856. Oh, 4856. Yes, sir. Yeah, I thought I was supposed to get a actual card so I could take you to any doctor. Yeah, we don't have that option to send any card 'cause it's virtual care. Okay. Yes, sir. So once you get in that website or you can call, you can get all the, uh, your access to your doctor's appointments and things there. Oh, okay. Yeah, 'cause I was on the site looking at it, I'm like, it just gives doctors, it doesn't give anything else. That's why I was like, "How do I get the actual member ID and all that, number, group number?" Like what they usually want. Okay, Mr. Meyers. So what I did, if you wanna go ahead and check your email, um, if you wanna check your email right now, I did send off your ID cards there, but it's not for... The health insurance. Your, uh-huh. So if you wanna go ahead and check that while we're here. Um, let me know if you receive that and there's also a link that you can click on there as well that we sent off for that. I got little chihuahua puppies. Oh, so adorable. Where is it? If you don't see it in your regular inbox, usually sometimes they could appear, um, in your junk, uh, folder or spam folder. From Benefits, in a card, and so. Okay. Yeah, it says Virtual Benefits and a card. Yeah. I'm surprised I didn't get, get an actual card for see any doctor. Yeah, we got, uh, I could send the other, uh, ID cards but this one, since it's virtual care, I could not, I did not have the option to be able to send that to you. But there was the websites where you can go in and get access to those. Uh... Yeah, 'cause I could, I have my vision one, I have my dental one and have the life insurance one but I don't have the other one. Yeah. Yeah, I just, uh, confirmed with the higher-up and she did tell me that those are the ones that we cannot have, well, we don't have the option, well, we can't have. We don't have the possibility to send those off because it's virtual care. Oh. Mm-hmm. That doesn't make any sense. I thought you'd have access to everything. No, well, bear with me one sec. For some reason the link is not working. It says can't be reached for some stupid reason. I'm trying to find the la- other email they have. So I have to go through these doctors to... I can't see a, an actual face-to-face doctor? 'Cause I may, may need to get surgery on my shoulder. That's why I'm trying to just figure it out.

Hello and welcome to the 2023 National Human Rights Conference. I'm glad to see so many people from the media here in Washington, D.C. It's an incredible honor for me to open this conference . This year's theme is upending the status quo, and I'm really excited about this conference and what we can accomplish together. So, thank you all so much for being here. I'd also like to welcome back our good friend, Senator Chuck Grassley, who've been doing this event with us every year. We're very grateful to him for that. Now, I would like to introduce Senator Chuck Grassley. Thank you, Kamala. Thank you, Kamala. I'm so glad to be here this year with all of you. And thank you for your leadership, Kamala. And I want to thank my friend Senator Menendez, who has been a tremendous partner with me over the last two years to run this important race and to win it. And I'm so proud of our team, our amazing staff, and everyone who worked tirelessly on behalf of Democrats in 2022. This victory is the product of hard work and dedication that you the people have shown over and over and over again. And I want to thank you for that. So thank you very much. Now, I know some of you have been with me for a while, and I want to thank you for your support. And I want to thank my friend, Senator Rubio, who's here with me this evening. And thank you for your support as well. Now, I want to talk about some of the issues that were important to me when I ran and are important to me now that I'm in Congress. And I want to

talk about some of the things that I think are important for us to focus on going forward. But before I do that, I have two daughters. And I want them to grow up and know that their country was not founded on racism. And I want them to see that our country was founded on the idea that everyone has the same chance to have a good life. And I want them to know that my vote on election night didn't just matter how much I liked someone or didn't like someone, that my vote mattered because of who I am as a person. And so I want to talk about what happened in my home state of Georgia this past year, because I think that this is an issue that we need to talk about as a country. So I want to talk about Georgia, that's G-A- Georgia. And I want to talk about what happened in Georgia when it comes to voting. Now, you might not know that Georgia has one of the highest voter turnout rates in the entire country with 83% of adults who are eligible to vote. But here's what happened with voting when it comes to people with disabilities. People with disabilities only made up 2.5% of the people who voted by age 16 or older in Georgia. And you can see that 2.5% of people with disabilities who voted, only made up 1.6% of the total votes cast. So if you add up all the different votes that have been cast, it means that there were 3.4 million people who voted in Georgia. And only 1.6% of those people with disabilities were able to vote. So what happened in Georgia is that they had this law passed called the Voting Rights Law. And what it did was it said that if you have a problem voting because of your disability, then you can come to the election authority and ask them to change your polling location. So what they did is they said, "Okay, we're going to give you an absentee ballot. You can mail it in." But they didn't say, "And if you mail it in and you don't get it back, then you can come to the election authority and tell them why you think you weren't able to vote." So what they did is they said, "If you mail it in and we don't get it back, then you can come to the election authority and tell them why you think you weren't able to vote." So what they did is they said, "If you mail it in and we don't get it back, then you can come to the election authority and tell them why you think you weren't able to vote." And so what they did is they said, "If you mail it in and we don't get it back, then you can come to the election authority and tell them why you think you weren't able to vote." So what they did is they said, "If you mail it in and we don't get it back, then you can come to the election authority and tell them why you think you weren't able to vote." And so what they did is they said, "If you mail it in and we don't get it back, then you can come to the election authority and tell them why you think you weren't able to vote." So what they did is they said, "If you mail it in and we don't get it back, then you can come to the election authority and tell them why you think you weren't able to vote." And so what they did is they said, "If you mail it in and we don't get it back, then you can come to the election authority and tell them why you think you weren't able to vote." So what they did is they said, "If you mail it in and we don't get it back, then you can come to the election authority and tell them why you think you weren't able to vote." And so what they did is they said, "If you mail it in and we don't get it back, then you can come to the election authority and tell them why you think you weren't able to vote." And so what they did is they said, "If you mail it in and we don't get it back, then you can come to the election authority and tell them why you think you weren't able to vote." And so what they did is they said, "If you mail it in and we don't get it back, then you can come to the election authority and tell them why you think you weren't able to vote." And so what they did is they said, "If you mail it in and we don't get it back, then you can come to the election authority and tell them why you think you weren't able to vote."

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If it is they said, "If you mail it in and we don't get it back, then you can come to the election authority and tell them why you think you weren't able to vote." And so what they did is they said, "If you mail it in and we don't get it back, then you can come to the election authority and tell them why you think you weren't able to vote." And so what they did is they said, "If you mail it in and we don't get it back, then you can come to the election authority and tell them why you think you weren't able to vote." And so what they did is they said, "If you mail it in and we don't get it back, then you can come to the election authority and tell them why you think you weren't able to vote." And so what they did is they said, "If you mail it in and we don't get it back, then you can come to the election authority and tell them why you think you weren't able to vote." And so what they did is they said, "If you mail it in and we don't get it back, then you can come to the election authority and tell them why you think you weren't able to vote." And so what they did is they said, "If you mail it in and we don't get it back, then you can come to the election authority and tell them why you think you weren't able to vote." And so what they did is they said, "If you mail it in and we don't get it back, then you can come to the election authority and tell them why you think you weren't able to vote." And so what they did is they said, "If you mail it in and we don't get it back, then you can come to the election authority and tell them why you think you weren't able to vote." And so what they did is they said, "If you mail it in and we don't get it back, then you can come to the election authority and tell them why you think you weren't able to vote." And so what they did is they said, "If you mail it in and we don't get it back, then you can come to the election authority and tell them why you think you weren't able to vote." And so what they did is they said, "If you mail it in and we don't get it back, then you can come to the election authority and tell them why you think you weren't able to vote."

Hi, Mr. Myers. If you don't mind I'm gonna put you on a brief hold so we can see, uh, so I can go ahead and proceed and help you with this really quick, if you don't mind. Okay. All right, bear with me. Mr. Myers, did you register once you got to that website I had given you? I am in the website right now but it's asking for primary care doctor. 'Cause it should give you an option to, like, once it's open, that you can, uh, you put in your, like, first and last name and everything, like, to register on the website. Yeah. I already ha- did that. Okay. I was trying to go under My Account and see if there was an actual member ID number or something in here. Okay, Mr. Myers. Um, what I'm gonna have to do, if you can't see and get access to the ID numbers there, if you're already registered and everything, I'm gonna have to reach out to IT department but I'm gonna have to give you, uh, reach back out to you so we can, uh, see what's going on to why you cannot, uh, proceed with that on the web. Um, yes. I will go ahead and give an I-IT department a call right now and then I'll give you a call back. Okay. If that's all right with you. Okay? Okay. All right, Mr. Myers, my apology about all of that commotion but we will get it fixed. We'll get through it. Okay. Thank you. I'll give you a call right back. Thank you so much. Thank you for calling Benefits in the Car. Have a wonderful day. You too. Bye. Okay.

Conversation Format

Speaker speaker_0: Citizen, thank you for calling Benefit in the Card. This is Theresa
Speaks. How can I assist you today?

Speaker speaker_1: Uh, Patrick Meyers.

Speaker speaker_0: Yes? Bear with me one moment.

Speaker speaker_1: Sorry, I got... I got puppies.

Speaker speaker_0: Yeah, fine. No worry.

Speaker speaker_1: I'm trying to find out about my, uh, my card for my health insurance
'cause, 'cause I never received the card in the mail. And my work said they... not sure if I'd get
a card.

Speaker speaker_0: Okay, bear with me one second. What is the staffing agen-agency you
work under for?

Speaker speaker_1: Uh, Focus Staffing through, uh, UGN.

Speaker speaker_0: Hm.

Speaker speaker_1: 'Cause I don't have the group number or membership number so I can
see a doctor.

Speaker speaker_0: You did Focus Workforce, I believe?

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: Okay. And what's the last four digits of your Social Security number?

Speaker speaker_1: It's 9503.

Speaker speaker_0: Okay, first name?

Speaker speaker_1: Patrick.

Speaker speaker_0: Okay. Meyers?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, just to conf-

Speaker speaker_1: Good morning, yes.

Speaker speaker_0: Okay, just to confirm your address, if you don't mind confirming the
address on file for us, and your date of birth, please.

Speaker speaker_1: It's 752 Imperial Road, Valparaiso, Indiana 46385. And my birthday is
04-20-1979.

Speaker speaker_0: Okay, you have a phone number 219-759-0351?

Speaker speaker_1: Yes.

Speaker speaker_0: And then we'll have an email, patrickmeyers1212@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. From my understanding, you want to see if maybe we can send you a Medical ID card?

Speaker speaker_1: Yes. I got my-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... general card. I got my vision card, got my life insurance card, but I never got the actual health insurance card.

Speaker speaker_0: Oh, boy. Bear with me one second. Okay, I'll go ahead and... You said a medical one, right?

Speaker speaker_1: Yes, a medical one.

Speaker speaker_0: Okay. If you don't mind, Mr. Meyers, I'm gonna put you on a brief hold, so I can go ahead and send those off to you, uh, through your email so you can receive that virtually.

Speaker speaker_1: Okay. That seems fine.

Speaker speaker_0: All right. Bear with me one minute.

Speaker speaker_2: No, no, no, buddy. No, bud, no. No, no, no. No, Buddy! Buddy! Buddy! Bud-

Speaker speaker_3: Your hands are pokey.

Speaker speaker_2: Buddy! Lay down, buddy. Stop.

Speaker speaker_0: All right, Mr. Myers, you still there?

Speaker speaker_2: Yes, I'm here.

Speaker speaker_0: Okay, so I'm looking here and the two that are letting me send off is the dental and vision.

Speaker speaker_2: My dental and my vision?

Speaker speaker_0: Mm-hmm. That's, that's the ones I can send off. That's the ones that are here that I can send off to you.

Speaker speaker_2: Okay. What about my health insurance one?

Speaker speaker_0: Mm. Let's... Wait just give me one sec.

Speaker speaker_2: 'Cause I have health insurance, 'cause I've been paying into it.

Speaker speaker_0: Mm-hmm. Yeah, let's be one sec. I'm just gonna go look into the file.

Speaker speaker_2: 'Cause I needed to go in and see a doctor 'cause I injured my shoulder. 'Cause I have the dental and vision cards, I just, just don't have my health insurance card.

Speaker speaker_0: Okay, Mr. Myers?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. So I'm seeing here, um, you have the FreeRx, um... You got the FreeRx with virtual care, so it's not basically to where we can send off an ID, your mem- your coverage ID card.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: Um, you're supposed to go to a website, which I have here if you wanna go ahead and write it down-

Speaker speaker_2: Yeah.

Speaker speaker_0: ... to where you can get access, um, to that on your visits. Um, let me ha- I'm gonna go ahead and give you that.

Speaker speaker_2: Okay. It's a member ID number, you said?

Speaker speaker_0: It's, yeah, you can get your... I believe, yeah, it's your member ID number. You can get that from the website. You can get your access to that and your visits, doctor visitations and everything. It's called virtual care 'cause that's what you have. Um, the website is benefitsinthecard.com. Virtual care, benefitsinthecard.com. And I also have their number if you wanna call them as well.

Speaker speaker_2: Okay. What's the number?

Speaker speaker_0: It is 800-497-

Speaker speaker_2: Hold on one second. Pen is not working.

Speaker speaker_0: Uh-huh. You are fine.

Speaker speaker_2: Uh, uh, 800-497?

Speaker speaker_0: 9... Uh-huh, 4856.

Speaker speaker_2: 487... It's 1-800-

Speaker speaker_4: 94-

Speaker speaker_0: It's 800-

Speaker speaker_2: Okay.

Speaker speaker_0: ... 497-

Speaker speaker_2: 497.

Speaker speaker_0: ... 4856.

Speaker speaker_2: 4- 4857 or...

Speaker speaker_0: 4856.

Speaker speaker_2: Oh, 4856.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Yeah, I thought I was supposed to get a actual card so I could take you to any doctor.

Speaker speaker_0: Yeah, we don't have that option to send any card 'cause it's virtual care.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, sir. So once you get in that website or you can call, you can get all the, uh, your access to your doctor's appointments and things there.

Speaker speaker_1: Oh, okay. Yeah, 'cause I was on the site looking at it, I'm like, it just gives doctors, it doesn't give anything else. That's why I was like, "How do I get the actual member ID and all that, number, group number?" Like what they usually want.

Speaker speaker_0: Okay, Mr. Meyers. So what I did, if you wanna go ahead and check your email, um, if you wanna check your email right now, I did send off your ID cards there, but it's not for...

Speaker speaker_1: The health insurance.

Speaker speaker_0: Your, uh-huh. So if you wanna go ahead and check that while we're here. Um, let me know if you receive that and there's also a link that you can click on there as well that we sent off for that.

Speaker speaker_1: I got little chihuahua puppies.

Speaker speaker_0: Oh, so adorable.

Speaker speaker_1: Where is it?

Speaker speaker_0: If you don't see it in your regular inbox, usually sometimes they could appear, um, in your junk, uh, folder or spam folder. From Benefits, in a card, and so.

Speaker speaker_1: Okay. Yeah, it says Virtual Benefits and a card.

Speaker speaker_0: Yeah.

Speaker speaker_1: I'm surprised I didn't get, get an actual card for see any doctor.

Speaker speaker_0: Yeah, we got, uh, I could send the other, uh, ID cards but this one, since it's virtual care, I could not, I did not have the option to be able to send that to you. But there was the websites where you can go in and get access to those. Uh...

Speaker speaker_1: Yeah, 'cause I could, I have my vision one, I have my dental one and have the life insurance one but I don't have the other one.

Speaker speaker_0: Yeah. Yeah, I just, uh, confirmed with the higher-up and she did tell me that those are the ones that we cannot have, well, we don't have the option, well, we can't have. We don't have the possibility to send those off because it's virtual care.

Speaker speaker_1: Oh.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: That doesn't make any sense. I thought you'd have access to everything.

Speaker speaker_0: No, well, bear with me one sec.

Speaker speaker_1: For some reason the link is not working. It says can't be reached for some stupid reason. I'm trying to find the la- other email they have. So I have to go through these doctors to... I can't see a, an actual face-to-face doctor? 'Cause I may, may need to get surgery on my shoulder. That's why I'm trying to just figure it out.

Speaker speaker_5: Hello and welcome to the 2023 National Human Rights Conference. I'm glad to see so many people from the media here in Washington, D.C. It's an incredible honor for me to open this conference. This year's theme is upending the status quo, and I'm really excited about this conference and what we can accomplish together. So, thank you all so much for being here. I'd also like to welcome back our good friend, Senator Chuck Grassley, who've been doing this event with us every year. We're very grateful to him for that. Now, I would like to introduce Senator Chuck Grassley.

Speaker speaker_0: Thank you, Kamala. Thank you, Kamala. I'm so glad to be here this year with all of you. And thank you for your leadership, Kamala. And I want to thank my friend Senator Menendez, who has been a tremendous partner with me over the last two years to run this important race and to win it. And I'm so proud of our team, our amazing staff, and everyone who worked tirelessly on behalf of Democrats in 2022. This victory is the product of hard work and dedication that you the people have shown over and over and over again. And I want to thank you for that. So thank you very much. Now, I know some of you have been with me for a while, and I want to thank you for your support. And I want to thank my friend, Senator Rubio, who's here with me this evening. And thank you for your support as well. Now, I want to talk about some of the issues that were important to me when I ran and are important to me now that I'm in Congress. And I want to talk about some of the things that I think are important for us to focus on going forward. But before I do that, I have two daughters. And I want them to grow up and know that their country was not founded on racism. And I want them to see that our country was founded on the idea that everyone has the same chance to have a good life. And I want them to know that my vote on election night didn't just matter how much I liked someone or didn't like someone, that my vote mattered because of who I am as a person. And so I want to talk about what happened in my home state of Georgia this past year, because I think that this is an issue that we need to talk about as a country. So I want to talk about Georgia, that's G-A- Georgia. And I want to talk about what happened in Georgia when it comes to voting. Now, you might not know that Georgia has one of the highest voter turnout rates in the entire country with 83% of adults who are eligible to vote. But here's what happened with voting when it comes to people with disabilities. People with disabilities only made up 2.5% of the people who voted by age 16 or older in Georgia. And you can see that

[illegible]

[illegible]

Speaker speaker_0: I'll give you a call right back. Thank you so much. Thank you for calling Benefits in the Car. Have a wonderful day.

Speaker speaker_6: You too. Bye.

Speaker speaker_0: Okay.